



Response to
Request for Proposal (RFP)

State of Georgia
Georgia Technology Authority
GTA Direct-Network Services

RFP #GTA98000-00000-4666

Product Catalog



AU	HR	WVC	PLD	EDR	GRY	DF
1,822	20,349	890	6,350	10,985	445	6.8
(+35)	(+588)	(+20)	(+200)	(+588)	(+15)	(+1)
MIC	LRI	MJB	PON	NFB	UGH	DR
3,605	9,542	2,609	7,654	4,522	1,432	3.6
(+210)	(+328)	(+35)	(+148)	(+328)	(+34)	(+1)
TRF	GRN	MWJ	BT	ALM	CCX	DR
3,204	5,211	7,100	7,150	722	1,901	3.2
(+35)	(+158)	(+80)	(+130)	(+74)	(+101)	(+1)
MIB	WFP	HJM	DLC	LCO	SDH	DR
3,320	712	134	2,022	631	6,287	12.1
(+128)	(+12)	(+5)	(+18)	(+40)	(+57)	(+1)



June 15, 2020

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Related Attachments (provided in separate files):

Attachment A.1	Data Circuits for Wide Area Networking (Corporate Dedicated Circuits) - Pricing
Attachment A.2	Dedicated Internet Access - Pricing
Attachment A.3	Broadband - Pricing
Attachment A.4	Managed Wi-Fi - Pricing
Attachment A.5	PSTN Voice - Pricing
Attachment A.6	Unified Communications - Pricing
Attachment B	Tax Estimate File by Product

PRODUCT DESCRIPTIONS:

Introduction

Welcome to the CenturyLink Product Catalog. This information has been compiled as an overview of each of the products as requested for this contract. We intended to provide as much information as possible to allow customers to evaluate their options properly. Web links have been provided for each product where available and appropriate. All customers should contact their CenturyLink Account Manager to review their options and engage Sales Engineering resources. We are happy to provide the appropriate level of technical support to assist with product selection and quoting.

All CenturyLink offer pricing is presented without any applicable taxes, surcharges, and fees as those are all calculated at time of billing and are subject to change outside CenturyLink's control. CenturyLink has included an Estimated Tax File, by product, within the proposal package. With a valid tax exemption certificate on file, CTL will only bill non-exempt taxes, surcharges, and fees.

In the following pages, you will find the descriptions of each product followed by several references. Those references will direct you to the proper Service Schedules/Exhibits for each product as well as the pricing file and tab for each product. We understand that some of these products and services can be very complex to navigate so please do not hesitate to reach out to us for guidance and assistance.

Special Note: Most network products in this portfolio require an Access Line. CenturyLink is able to provide guaranteed pricing for all locations that are considered On-Net. That pricing has been provided in the price file on the Access tab in each catalog. Off-Net pricing/quoting is performed on an Individual Case Basis (ICB) and will be quoted on a site by site basis. Contact your CenturyLink Account Manager and they will be able to determine if a site can be reached using any of our third-party local access partners or analyzed for a new fiber build. Where applicable, the "Not-To-Exceed" pricing will be used where facilities are available and special construction is not required.

The following products require an Access Line:

- MPLS IPVPN
- Optical Wavelength Service (OWS)
- Data Bundles
- Dedicated Internet Access

RFP 4.3.1 Data Circuits for Wide Area Networking (Corporate Dedicated Circuits)

MPLS / IP VPN

The CenturyLink MPLS/IP VPN service delivers global any-to-any connectivity over a variety of connection types in a flexible, secure, cost-effective and cloud-friendly way. It provides the capabilities enterprises need to decrease network costs, deploy diversity options and improve connectivity among geographically dispersed locations. Internet, voice and data can be delivered via flexible converged connectivity that maximizes your investment in the WAN. By incorporating market-leading features, such as our suite of managed and security services, the CenturyLink MPLS/IP VPN offer is designed for privacy and security, while allowing you to view and manage application performance through our world-class customer portal.

CenturyLink leverages our global Multi-Protocol Label Switching (MPLS) network to create private customer paths across our backbone. MPLS allows network operators to make the most efficient use of their network resources and enables improved management of traffic flows across the network to minimize the risk of congestion. Using the latest MPLS technology, we provide you with carrier-grade Quality of Service over our entire backbone with MPLS-TE (Traffic Engineering) technology to enhance network manageability and scalability for your mission-critical applications.

Technical Features/Capabilities

Topology	<ul style="list-style-type: none"> • Full Mesh
Port Speeds	<ul style="list-style-type: none"> • 1 Mbps – 10 Gbps (where available)
Bandwidth Increments	<ul style="list-style-type: none"> • T1, NxT1 1.5 Mbps, 3.072, 4.608, 6.144, 7.68, 9.213 E1, NxE1 2.048, 4.096, 6.144, 8.192, 10.24, 12.28 • E3 10, 20, 30, 34.3 Mbps DS3 10, 20, 30, 40, 45 Mbps • OC3/STM 1 10, 30, 70, 100, 130, 155 Mbps OC12/STM 4 100-600 Mbps in 100 Mbps increments and 622 Mbps • Ethernet 1-10 Mbps in 1 Mbps increments Fast Ethernet 10 -100 Mbps in 10 Mbps increments • Gigabit Ethernet 100 Mbps -1 Gbps in 100 Mbps increments 10 Gigabit Ethernet 1000 Mbps – 10 Gbps in 1000 Mbps increments
Access Types	<ul style="list-style-type: none"> • CenturyLink on-net and off-net third-party vendors • Ethernet Dedicated and Switched (E-NNIs), TDM, OCN, DSL (UK), Cellular 3G/4G backup (US), Satellite -where available • Higher-availability options based on dual or hybrid connectivity
CoS	<ul style="list-style-type: none"> • Six CoS: Premium Plus, Premium, Enhanced Plus, Enhanced, Basic Plus, Basic
Usage-based billing	<ul style="list-style-type: none"> • Yes
Core Technology	<ul style="list-style-type: none"> • IP over Private MPLS
Global Network Reach	<ul style="list-style-type: none"> • NA, EMEA, LATAM and APAC
Service Level Agreements (SLAs)	<ul style="list-style-type: none"> • Standard POP-to-POP availability, latency, data delivery and jitter • End-to-end available with optional APM service

Please see the following link for more information on this service:

<https://www.centurylink.com/business/networking/mpls-ipvpn.html>

Wireless Backup Service (WBS)

CenturyLink Wireless Backup Service (WBS) provides you with a cost-effective, business continuity solution tied to our Internet and private port offerings. CenturyLink IQ Networking, with wireless backup access, makes up the foundation of this service, providing a more reliable and fault tolerant networking solution for customers with small to large sized remote business locations. WBS is based on LTE technology and comes with a Cradlepoint router with an internal antenna. External antennae are an option and would be designed and configured for additional cost on a detailed Scope of Work.

Service Exhibit: CenturyLink IQ® Wireless Backup Service Offer Attachment, Rental CPE Service Exhibit

Pricing Tab: Attachment A.1 Data Circuits for Wide Area Networking (Corporate Dedicated Circuits) – Pricing, Tab 1.2 Wireless Backup Service

Optical Wavelength Service (OWS)

CenturyLink Optical Wavelength Service is A fully managed, private, point-to-point service delivered over a state-of-the-art dense wave division multiplexing (DWDM) network. CenturyLink uses state-of-the-art DWDM technology that enables several streams of digital information to be put on different wavelengths of light, eliminating interference with one another. This allows transport of up to 96 channels in a single strand of fiber and translates into higher capacity and lower cost. This solution provides your business with the dedicated broadband transport network connectivity you need without capital outlay or the responsibility of owning and operating network infrastructure. Designed to offer redundancy, Optical Wavelength Service can protect your network against unexpected failures.

Features

- Point-to-point, fully managed optical wavelength service
- State-of-the-art DWDM network technology
- National and metro service connectivity
- A service level agreement (SLA) that is among the industry leaders
- Custom routing to meet unique diversity and disaster recovery requirements
- Low latency
- Unprotected or protected service options
- 24/7/365 network monitoring includes: fault management of network transport alarms, surveillance, dispatch and fix verification/tracking

Benefits

- End-to-end transparency, giving you greater visibility and control of your broadband services for more effective network management
- Privately-owned fiber and repeater stations enabling you to focus on core competencies, relieving the burden of network management
- Reduces the financial expenditure of network ownership, preserving capital resources
- Ability to be configured to meet disaster recovery requirements combined with a customer-facing monitoring portal
- World-class service level agreements from 99.9% to 99.99%

Available national and metro

- Ethernet speeds: 1, 10, 100 Gbps
- SONET/SDH speeds: 2.5, 10, 40 Gbps
- OTU speeds: OTU 1, 2, 2e, 3, 4
- FICON and Fibre Channel (metro only): 1, 2, 4, 8, 10 and 16 Gbps SAN

Please see the following link for more information on this service:

<https://www.centurylink.com/business/networking/wavelengths.html>

Service Exhibit: CenturyLink® Wavelength Lease Service (former Level 3) – Service Schedule

Pricing Tab: Attachment A.1 Data Circuits for Wide Area Networking (Corporate Dedicated Circuits) – Pricing, Tab 1.3 Optical Wavelength Service

SD-WAN with Versa, Cisco Meraki, and Cisco Viptela

CenturyLink SD-WAN with hybrid connectivity is a complete WAN solution to support secure, scalable networks across a full range of connectivity types. We offer co-managed and managed service options. CenturyLink offers a variety of technologies, including Versa, Cisco Meraki, and Cisco Viptela to address different business requirements and vendor preferences. We leverage our global WAN infrastructure to deliver complete hybrid WAN solutions with SD-WAN.

CenturyLink also offers a powerful self-service portal capability, giving you a single pane of glass for dynamic configuration and change management in a fully managed or comanaged environment. Optimize network performance site by site CenturyLink supports private and public connectivity options, including CenturyLink-provided MPLS/ IP VPN, internet and broadband aggregation, or customer-provided MPLS, broadband, wireless, or internet so you can get optimal performance, inherent security, and built-in automation to meet your site requirements worldwide.

Technical Features/Capabilities

- Broad range of connectivity options including MPLS/IP VPN, broadband aggregation and management, dedicated internet, 4G/LTE and/or bring-your-own transport.
- Flexible WAN design options to fit individual site needs including high-availability configurations.
- Service wrapper that includes design, deployment, service configuration, site activation, change management, appliance/circuit monitoring and event management, appliance upgrades and 24/7 support for the entire WAN solution
- SD-WAN-hosted infrastructure, software licenses and multiple rental CPE options supporting up to 10 Gbps.
- 24/7 customer self-service portal access for agile co-management.
- Authentication, key exchange and encryption.
- Application identification with automatic identification of over 3,100 pre-defined and customer defined applications for policy-based application control.
- Historical analytics, reporting and near real-time tools.
- Integrated firewall with optional next generation firewall functionality including URL filtering, IP filtering and IDS/IPS.

Please see the following link for more information on these services:

<https://www.centurylink.com/business/networking/sd-wan.html>

Service Exhibit: SD-WAN Service Exhibit (applicable for Versa and Meraki), Rental CPE Service Exhibit (applicable for Meraki), Managed Cisco SD-Wan Service – Service Schedule (applicable for Viptela)

Pricing Tab: Attachment A.1 Data Circuits for Wide Area Networking (Corporate Dedicated Circuits) – Pricing, Tab 1.4 SD- WAN w Versa Networks, Tab 1.5 SD-WAN w Viptela, SD-WAN w Meraki

CenturyLink Ethernet Service

CenturyLink Ethernet Services (E-Services) power secure, high-performance network solutions that enable voice, video, and data applications. Offering point-to-point, point-to-multipoint, and multipoint-to-multipoint private connectivity with scalable, dynamic bandwidth, CenturyLink E-Services is ideal for providing high-speed connections among corporate headquarters, data centers, and other business locations around the world.

With multiple configuration and class of service options backed by comprehensive service level agreements (SLA), customers can rely on CenturyLink E-Services as the foundation for solving complex networking challenges, like business continuity and disaster recovery, high-performance centralized computing, data replication/storage/ archiving, and internal voice and video conferencing. CenturyLink E-Services offers a turnkey Ethernet solution with Building Extensions* to extend services from the common demarcation point to your desired location within your building. Plus, Advanced Engineering Services are available to help support solution designs, implementation planning and activation support, which drives quick, easy deployments for new Ethernet networks and locations.

E-Services Portfolio

- The CenturyLink E-Services product set can help enable any Ethernet network design:
 - CenturyLink E-Line Service is available for point-to-point or point-to-multipoint networking
 - CenturyLink E-LAN Service is available for multipoint-to-multipoint networking
 - CenturyLink E-Access Service utilizes an ENNI to deliver point-to-multipoint connectivity to extend a carrier and service provider's reach

Key Features include:

- Layer 2 Ethernet over private MPLS backbone
- Availability SLA: 99.999%
- Port Speeds: 100 Mbps, 1 Gbps, 10 Gbps
- Bandwidths available from 2 Mbps to 6 Gbps*
- CE MEF2.0 industry standards certification to support multiple configurations
- Two Class of Service models:
 - Single-CoS – Basic, Enhanced, or Dedicated on a per-EVC basis
 - Multi-CoS** on a per-frame basis
- Enhanced Management for site specific SLAs and end-to-end network visibility
- Dynamic Capacity** for instantly scalable bandwidth
- Dynamic Connections** for adding connectivity between data centers and cloud service providers

Please see the following link for more information on this service:

<https://www.centurylink.com/business/networking/ethernet.html>

Service Exhibit: CenturyLink® Ethernet Line Service, Ethernet Local Area Network Service, Ethernet Access Service, Ethernet Private Line Service, and Ethernet Virtual Private Line Service (Lease) – (Former Level 3® Services) Service Schedule

Pricing Tab: Attachment A.1 Data Circuits for Wide Area Networking (Corporate Dedicated Circuits) – Pricing, Tab 1.7 CenturyLink Ethernet

Dark Fiber

CenturyLink builds and manages some of the world's largest managed optical fiber networks for organizations that move massive amounts of data, want secure networks and network control. Our solutions are private and designed to meet the highest security standards, deliver low latency and grow at the speed of your business. Serve your long-term network needs while delivering quick payback and peace of mind. Dark Fiber can safeguard your future bandwidth demands and keep your costs under control. With CenturyLink Dark Fiber solutions, you make the decisions and we handle the heavy lifting. Get all the benefits of network ownership without having to construct the physical network yourself.

Capabilities

- Expansive North America metro and intercity fiber route miles connecting major cities.
- Separate dedicated NOC for Managed Dedicated Fiber customers.
- Guaranteed uptime with complete prescriptive control over scheduled maintenance.
- Fast turnaround on logical moves, upgrades and new meshing.

Please see the following link for more information on this service:

<https://www.centurylink.com/business/networking/dark-fiber.html>

Service Exhibit: CenturyLink Metro Dark Fiber Service – Lease (North America) Service Schedule
Pricing Tab: Attachment A.1 Data Circuits for Wide Area Networking (Corporate Dedicated Circuits) – Pricing, Tab 1.8 Dark Fiber

Data Bundle / Managed Data Bundle

Pre-select bandwidth, service and CPE features, manage as much as you want, and upgrade as your needs evolve. Features include: **Business-grade IP reliability** – Dedicated, high-performance solution for internet and private-data networking; **Complete customization** – Fully configured and flexible solutions designed for compatibility with your internal network and armed with 24/7/365 support; **Proactive control** – Full read/write access keeps you in charge no matter what management service.

Select between ADTRAN, Cisco, and Juniper rental CPE with configuration change support. Data Bundle solutions are eligible to receive End-to-End Performance Reporting at no additional charge on the Private Ports. We coordinate network service delivery with the configuration and delivery of the router. The router is shipped directly to the customer premises to be ready to connect to the network connection.

Data Bundle Standard – Standard provides basic connectivity to the Internet multi-site private networking MPLS. Features include:

- Ports – Internet Port and Private Port MPLS IPsec VPN configurations
- Multiple bandwidth speeds
- Routers – ADTRAN or Cisco rental, pre-configured based on customer specifications, ready to plug 'n play with 10 configuration changes per year
- Maintenance – either 8x5, next business day (NBD) or upgrade to 24/7/365 on-site, 4-hour CPE maintenance

Data Bundle Pro – Pro provides advanced routing and security configuration options with an advanced software solution on the routers. Features include:

- Data Protection – firewall configured to customer's needs
- IPsec VPN configurations
- VoIP-ready
- Customized Advanced Routing – BGP, GRE, OSPF and customized QoS
- NAT/PAT and DMZ security configurations

Managed Data Bundles – With our Managed Data Bundles, proactive management provides a more intimate on-going customer experience. Customers can leverage our internal expertise for monitoring, troubleshooting and resolution services with additional configuration changes supported per year, while having the peace of mind of full read/write access to the routers

Managed Select (includes every feature of Pro, plus router management):

- Single point of contact for repair and configuration requests
- Proactive Monitoring & Management –24/7/365 fault notification
- Performance Reporting – real-time router activity and trouble tickets
- 12 Routing configuration changes per year (MACDs)
- Supports full read/write access
- Credit paying SLAs

Managed Comprehensive (includes every feature of Select router management):

- Data Protection – firewall management and configuration
- VPN Tunnel – IPsec VPN tunnel management
- Complex routing configurations
- 24 Routing configuration changes (MACDs)

Rental CPE Maintenance Options

Select between 8x5 next business day (NBD) or 24/7/365 on-site 4-hour response maintenance, minimum 2-year term. Location must be qualified for Premium, 24/7/365, on-site 4-hour response.

Service Exhibit: CenturyLink IQ® Data Bundle Offer Attachment, CenturyLink IQ® Managed Data Bundle Offer Attachment, Domestic CenturyLink IQ® Networking Service Exhibit, Local Access Service Exhibit, Rental CPE Service Exhibit

Pricing Tab: Attachment A.1 Data Circuits for Wide Area Networking (Corporate Dedicated Circuits) – Pricing, Tab 1.2 Data Bundles

RFP 4.3.1 Dedicated Internet Access

Dedicated Internet Access

CenturyLink owns and operates a Tier-1 Internet backbone specifically geared for enterprise applications and market growth. Our network span—coupled with the speed and resiliency of our Internet Services—can help reliably and securely provide the enhanced internet capabilities your business demands.

Technical features/capabilities

- A comprehensive suite of high-quality, high-speed internet options:
 - Ethernet connections from 10/100 Mbps to 10 Gbps and 100 Gbps
 - Packet over SONET/SDH (POS): OC3/STM1, OC12/STM4, OC48/STM16, OC192/STM64
 - Serial: DS1/E1, DS3/E3
- Flexible billing solutions
 - flat rate, usage-based and aggregate billing options
- IP enabled facilities are only a cross connect away from our IP backbone
- Efficient online service management that includes a customer portal with access to billing, interactive network utilization reports, managing trouble tickets and real-time SLA reports
- Internet security: Our standard network security includes temporary IP filtering through null routes and limited ACL filtering upon request
- Support for IP addressing, IPv4 and IPv4/ IPv6 dual-stack, DNS, BGP or static routing
- 24/7 dedicated operational support from experienced IP and security professionals
- Building Extension available to extend service from network demarcation point to the desired location within your building (i.e. floor, suite, etc.)

Please see the following link for more information on this service:

<https://www.centurylink.com/business/networking/internet-access.html>

Service Exhibit: Internet Services Service Schedule

Pricing Tab: Attachment A.2 Dedicated Internet Access- Pricing, Tab 2.1 Dedicated Internet Access

Adaptive Network Security (ANS)

The security pressure is building for today's enterprise defenders. But with limited resources and the pressure to quickly respond to firewall alarms and events, practitioners struggle to keep up. CenturyLink Adaptive Network Security Service streamlines threat management by enabling consistent policy deployment, monitoring and event management across hybrid security environments.

Technical features and capabilities

- Adaptive Network Security is built within the CenturyLink network to leverage local internet peering points to minimize latency
- Rapid Threat Defense and threat visualization are powered by Black Lotus Labs threat intelligence
- Encrypted remote access to private networks, cloud providers or to public internet
- Supports mix of remote access sites and mobile users connecting from public and private connections (SD-WAN and MPLS/IP VPN)
- Highly available service is provided by redundant security architecture
- Configure one set of firewall policies to secure locations and users with no hardware to deploy
- Shared bandwidth model per firewall instance supports multiple deployment use cases

Please see the following link for more information on this service:

<https://www.centurylink.com/business/security/network-based-security.html>

Service Exhibit: CenturyLink Network Firewall Service – Service Schedule

Pricing Tab: Attachment A.2 Dedicated Internet Access- Pricing, Tab 2.2 Adaptive Network Security

DDoS

Enterprises need to deploy a multi-layered security approach backed by extensive threat analytics to defend against a variety of attack types. Only network-based DDoS mitigation solutions can provide realistic protection to enterprise resources, and our web application firewall solutions deliver a range of defenses to surround applications with powerful security.

Capabilities

- 4.5 Tbps of attack ingestion capacity
- Re-route and scrub all internet connections, not just CenturyLink on-net capacity
- Generic route encapsulation (GRE) protocol, direct (VPN), CenturyLink Internet Direct, and proxy clean path returns
- Advanced behavioral analytics technology and threat intelligence
- Flow-based application monitoring and mitigation
- Host level re-routing and IP filtering
- Real-time attack and peacetime reporting
- Emergency and customer-initiated mitigation using BGP route control
- Support of customer premises equipment to cloud signaling

Please see the following link for more information on this service:

<https://www.centurylink.com/business/security/ddos-and-web-application.html>

Service Exhibit: CenturyLink® Distributed Denial of Service Mitigation Service

Pricing Tab: Attachment A.2 Dedicated Internet Access- Pricing, Tab 2.3 DDoS

Managed Firewall

Firewalls are a key component in safeguarding your business from malicious threats. CenturyLink offers a variety of dedicated and shared, managed and co-managed, and monitored NextGen firewall solutions that free you from the resource-intensive work of maintaining your firewall.

CenturyLink Managed Firewall Service delivers 24/7 firewall management and monitoring for advanced NextGen context and UTM content features and monitors threats leveraging CenturyLink Analytics and Threat Management. Whether we supply the hardware or manage and monitor what you already own, you have more time to focus on your core business competencies while we provide the security expertise.

CenturyLink security services are fully supported globally by a skilled team of certified security professionals capable of delivering operational protection to your network and infrastructure resources.

Supported Firewall Manufacturers include:

- Palo Alto Networks
- Cisco
- Fortinet
- Imperva (for web application firewalls)

Features

- Robust firewall options for every need: Multiple firewall service options include delivery inside the network, at your premises, at our data centers, or completely virtual in the cloud. Other options include co-managed, fully managed, and monitored using next generation firewall technologies
- Selection support: Custom consulting to help you select the right firewall solution for your needs
- Configuration support: Custom configuration for installing and managing firewall systems according to your policies
- Implementation Support: Device provisioning, implementation, and integration with existing systems, locations and networks
- Device Management: Ongoing device management, proactive device upgrades, and patch management with unlimited policy changes
- NextGen and UTM Support: Broad support for context (application and user identification), content (anti-malware and URL filtering) and other key features including high availability, site-to-site and client VPNs and virtual contexts
- Monitoring: Real-time health and security event monitoring with rapid escalation per your incident response plan
- Reporting: Periodic firewall activity reports based on log file analysis
- Innovative User Experience: Access threat intelligence and device management information via the same console and views used by the CenturyLink Security Operations Center analysts; and use a mobile app for some features
- Analytics and Threat Management: Correlate your firewall logs and security events with logs from your other network computing resources
- Ensure compliance with PCI, HIPAA, GBLA, FISMA and other regulations

Please see the following link for more information on this service:

<https://www.centurylink.com/business/security/managed-firewall.html>

Service Exhibit: CenturyLink® Managed Premises Firewall Service – Service Schedule

Pricing Tab: Attachment A.2 Dedicated Internet Access- Pricing, Tab 2.4 Managed Firewall

RFP 4.3.1 Broadband

Enterprise Broadband Access Service (EBAS)

Enterprise Broadband Access Services (EBAS) was established to provide an operational broadband access service to meet the demand from medium to large, multisite customers for economical access. The service provides the design, procurement, installation, and network management of an end to end solution. Some of the main drivers for the use of cable broadband access are the replacement of old technology and for use as back up access and/or diversity. However, the two most important reasons are the desire for economical access and as a transition path to a hybrid network solution. EBAS is intended to enable additional features and capabilities to customers purchasing CenturyLink Hybrid Networking, SD-WAN, MPLS or other network services.

EBAS is the management of CenturyLink procured off-net broadband access. The service includes:

- Procurement, installation, activation, and repair of 3rd party provided broadband
- Proactive monitoring of the broadband circuit via static IP ping for up/down status
- Proactive trouble ticketing and notification
- Coordination of trouble resolution with the broadband providers

The service components include a 3rd party offnet broadband access circuit and a service management component. EBAS is not naked broadband, stand-alone broadband, or broadband aggregation.

Service Exhibit: CenturyLink Enterprise Broadband Access Services – Service Schedule

Pricing Tab: Attachment A.3 Broadband – Pricing, Tab 3.1 EBAS

RFP 4.3.1 Managed Wi-Fi

Managed Enterprise with Cisco Meraki (MECM)

CenturyLink Managed Enterprise with Cisco Meraki is a secure, simple Wi-Fi and networking solution with enhanced reporting—simply managed for your business.

CenturyLink Managed Enterprise with Cisco Meraki is a great fit for businesses that:

- Need a simple, secure Wi-Fi solution that can be centrally controlled and managed
- Need a fast and standardized Wi-Fi deployment and automated setup for business locations
- Would like to implement Wi-Fi networks with few IT resources and without breaking the IT budget
- Need visibility and control over the Wi-Fi network
- Need a Wi-Fi experience for customers that also promotes products and services
- Could benefit from secure and efficient WAN network options CenturyLink Managed Enterprise with Cisco Meraki.

Cisco Meraki delivers:

- A secure Wi-Fi and networking platform that you don't have to maintain or manage
- A managed model where you can pay monthly for what you need now and simple growth plans as your business grows. Device + Management and Management Only
- Exceptional employee and customer wireless experience
- The ability to promote your brand to your customers
- Unsurpassed visibility and control over your network using a simple, comprehensive web-based management tool
- Secure WAN networking options that help improve network efficiency and security

Wireless:

- Fully installed WLAN and Wi-Fi solution
- Unsurpassed visibility with simple web-based dashboard and analytics
- Splash pages to push content to customers

Security:

- Firewall
- SD-WAN networking for more efficient WAN networking

Network Switching:

- MS Series of network switches

Security Cameras & Video Surveillance:

- Indoor
- Outdoor

Systems Manager EMM:

- Centrally configures, monitors and manages mobile devices

Please see the following link for more information on this service:

<https://www.centurylink.com/business/managed-services/secure-wi-fi-networking.html>

Service Exhibit: Managed Enterprise with Cisco Meraki Service Exhibit, Rental CPE Service Exhibit
Pricing Tab: Attachment A.4 Managed WiFi – Pricing, Tab 4.1 MECM

Tailored Experience Managed Network Services

CenturyLink® Tailored Experience Managed Network Services is a fully managed, customized solution that handles, daily network management, monitoring and maintenance tasks. Comprehensive voice, data and security capabilities, combined with flexible pricing and the power of the CenturyLink network, can free up your valuable resources for business-critical tasks and help keep your network running at peak performance.

Focus on growth, not infrastructure:

- Simplified management: Work with a single provider for maintenance, monitoring and billing.
- Dedicated service and support: Improve your IT team’s agility and productivity with 24x7x365 onsite or centralized support.
- ITIL support model: Empower better business outcomes with service support processes built on ITIL best practices.
- Flexible business model: Easily adapt to and support changing business needs.
- Powerful network: Stay connected to your customers with the reliability and high availability of a Tier 1 global network.
- Lower total cost of ownership: Minimize hardware and staffing costs.

Managed Data	Managed Voice	Managed Security
<ul style="list-style-type: none"> • Continuous, proactive network monitoring and real-time notification of managed devices • Implementation and configuration of routers and switches • Fault management and escalation • Full suite of online reporting capabilities • Wireless LAN (WLAN) management and support 	<ul style="list-style-type: none"> • Complete IP telephony, including handsets, voicemail, switches/routers, IP call center and paging • Unified communication and collaboration <ul style="list-style-type: none"> – Voice-enabled video – Voicemail and instant messaging – Mobility services • IP private branch exchange (PBX) • Integration with CenturyLink Contact Center platform • Audio and video conferencing services • 24/7 proactive management <ul style="list-style-type: none"> – Quality of service (QoS) monitoring – Notification and escalation – Remote monitoring of IP communication site components and interfaces 	<ul style="list-style-type: none"> • Distributed denial of service (DDoS) mitigation service • Fault management and escalation • Firewall policy between network and the Internet • IPSec VPN support • Anti-virus • Anti-spam • URL filtering • Network-based security • Network access control

Service Exhibit: Tailored Experience: Managed Network Services – Service Schedule

Pricing Tab: Attachment A.4 Managed WiFi – Pricing, Tab 4.2 Tailored Experience MNS

RFP 4.3.1 PSTN Voice

ILEC POTS

Both Business and Residence local exchange access line services provide access to the public switched network for local and long-distance dialing. If your end-user chooses to use CenturyLink for Intra-Local Access and Transport Area (LATA) long distance the IntraLATA long distance is billed to you at the resale rate. IntraLATA long distance is determined by the Local Primary Interexchange Carrier (LPIC). End-users designate a carrier of choice on calls that begin and end within the end-user's home LATA. The end-user's intraLATA carrier can be the same or different from their interLATA (long distance) carrier.

Types of Business Services include:

- Flat-rated Business service is unmeasured, allowing your end-user to make an unlimited number of calls within the local calling area at a flat, or fixed, monthly rate. The service utilizes the exchange access line, which includes the central office equipment and all the CenturyLink plant facilities up to and including the Standard Network Interface. The service provides basic dial tone.
 - CenturyLink Stand-By Line™ is a Basic Exchange service that allows business end-users to expand and contract their telephone service according to call volume and pay for only the service that they need. Business end-users are billed the same nonrecurring charges as for a flat business line however they pay about half the monthly cost of a regular second line plus per-minute usage charges for both incoming and outgoing calls. Ideal uses include fax modem lines or lines with credit card machines. Standby Lines cannot be used as a primary line, cannot be billed separately and are not available with measured service.
- Measured-rated Business service provides access to the public switched network for local and long-distance calling. 1MB service is billed at a flat monthly rate for a set number of local calls or messages per line with an additional charge for every local message in excess of the base allowance. Charges for local calls in excess of the allowance are billed for based upon length of call, originating and terminating point of call, and time of day each call was made.

Types of Residence Services include:

- Flat-rated Residence service is unmeasured, allowing the end-user to make unlimited calls within the local calling area at a fixed monthly rate. The service utilizes the exchange access line, which includes the central office equipment and all the CenturyLink plant facilities up to and including the Standard Network Interface. The service provides basic dial tone for residential end-users.
- Message/Measured Rated Residence service provides access to the public switched network for local and long-distance calling.
 - Measured Rated Service bills a flat monthly rate for a set number of local calls or messages per line with an additional charge for every local message in excess of the base allowance.
 - Message Rated Service bills a flat monthly rate with a monetary usage allowance for calls completed to stations in the local calling area. Charges for local calls that exceed allowance are based upon length of call, originating and terminating point, and time of day call was made.

Traditional Landline Features:

- Caller ID - See who is calling before you answer the phone.
- Call Forwarding - Automatically forward all calls to another number so you never miss a call.
- Caller Transfer - Transfer a call to any other number, including wireless numbers.
- Caller Waiting - Receive notification if there's a second call while you are on the line.
- Hunting - Route incoming calls to a live employee before sending a busy signal or to voicemail.
- Business Voicemail Service* - A feature-rich way to send, retrieve or listen to your messages.
- Call Waiting ID - View information for a second incoming caller while you are on the phone.
- Last Call Return - Find out who your last caller was and automatically return the call.
- 3-Way Calling - Talk to two people at separate locations at the same time.
- Inside Wire Maintenance* - Our trouble location and inside telephone wire repair plan.
- Personal Ringtones - Identify specific incoming callers by assigning them a distinctive ring.

*Surcharges may apply

Service Exhibit: Standard Terms and Conditions for Communications Services

Pricing Tab: Attachment A.5 PSTN Voice – Pricing, Tab 5.1 ILEC POTS, PRI

ILEC PRI

ISDN-Primary Rate Interface (ISDN-PRI) provides a single, high-capacity facility for switched voice, data and video needs. ISDN-PRI divides a high-capacity circuit into multiple channels. These channels include bearer (B) channels for sending information, and a data (D) channel signal channel for controlling call connections. Each B channel provides up to 64 kbps (thousands of bits per second) of bandwidth. Analog services have a maximum of 56 kbps of bandwidth. The D-Channel handles call set-up and control. This arrangement gives ISDN-PRI the high speed and versatility to handle multiple communications tasks simultaneously.

Availability:

CenturyLink ISDN-PRI service is available in every state where CenturyLink provides local phone service. However, there are some exchanges where the central office equipment does not support ISDN-PRI. Where it is economical, CenturyLink can provide ISDN-PRI from a compatible exchange to a neighboring exchange at no additional cost to the customer. In other cases, distances and facility limitations make it necessary for CenturyLink to charge for transport from the PRI-capable exchange to the customer's home exchange. When a customer must take CenturyLink ISDN-PRI service from an exchange other than the local serving exchange, the phone numbers and dialing plan associated with the PRI will match those of the exchange where the ISDN-PRI service originates. If CenturyLink ISDN-PRI later becomes available in the customer's home exchange, CenturyLink will work with the affected customers to transfer their service. At that point, customers who still wish to be served by the more distant office will have to pay mileage charges between the two exchanges.

Service Exhibit: Standard Terms and Conditions for Communications Services
Pricing Tab: Attachment A.5 PSTN Voice – Pricing, Tab 5.1 ILEC POTS, PRI

RFP 4.3.1 Unified Communications

Cisco Hosted Collaboration Solution (HCS)

Cisco Hosted Collaboration Solution delivered by CenturyLink is a flexible, subscription-based service. You can add on the features that work best for your operations and scale them to meet your needs, including:

- Voice and video as a service
- Voicemail and integrated messaging as a service
- IM and presence as a service
- Mobility as a service
- Web conferencing as a service

With Cisco Hosted Collaboration Solution delivered by CenturyLink, you have a single vendor to manage this critical part of your enterprise. As a result, you can:

- Maximize business agility by delivering collaboration services in-sync with your changing business needs. Easily scale users and applications up-or-down as your needs fluctuate.
- Boost efficiency with a simple, predictable subscription model and only pay for what you need.
- Simplify management and take control of your network. Streamline collaboration to help ensure performance and dependability.
- Maintain integrity and privacy to safeguard your business, employees, partners, and customers with a secure network architecture.

Please see the following link for more information on this service:

<https://www.centurylink.com/business/voice/hosted-collaboration-solution.html>

Service Exhibit: Cisco Hosted Collaboration Solution Delivered by CenturyLink Service Exhibit

Pricing Tab: Attachment A.6 Unified Communications – Pricing, Tab 6.1 Cisco HCS

CenturyLink Engage

CenturyLink Engage is a simple cloud solution that offers business calling, collaboration and call center support - no matter where or when you do business. Buy only what you need. Select the right package for each person. Each package includes the SoftPhone app and a telephone number: choose a new one, keep your existing numbers or do both.

Packages

- Calling
 - Unlimited local and domestic long distance
- Team – Calling package plus Team Collaboration
 - Instant Messaging
 - Audio and Video Conferencing
 - Shared Work Spaces
- Call Center Agent – All Team Features Plus:
 - Receive calls based on designed Call Center routing
- Call Center Supervisor – All Team Features Plus:
 - Set up and manage an Inbound Call Center
 - Call Center monitoring and reports

Please see the following link for more information on this service:
<https://www.centurylink.com/business/voice/hosted-voip.html#overview>

Service Exhibit: CenturyLink Engage Service Schedule

Pricing Tab: Attachment A.6 Unified Communications – Pricing, Tab 6.2 CenturyLink Engage, Tab 6.2.1 Engage Intl Rates

Hosted VoIP

Hosted VoIP offers advanced calling features over our privately owned fiber network using the BroadSoft BroadWorks platform. That means your calls can be routed faster, you can set multiple devices to ring at the same time or in a particular order, and you can get voicemail by phone, email, or online. All of this means you're more accessible to more people in more places, and your business benefits from increased collaboration and stronger communication among employees with faster customer response times.

CenturyLink Hosted VoIP scales easily and includes all upgrades and improvements, at no additional cost. Our Hosted VoIP service allows you to:

- Share one dial plan for entire company, even if geographically distributed or no primary office.
- Combine receptionist's IP phone with the Receptionist PC Console to easily monitor users within their business group and perform click-to-transfer and click-to-dial right from their computer.
- Make calls remotely using your home telephone and receive the same features as in office.
- Be reached anywhere by setting phone to ring multiple devices either at once or in an order.
- Retrieve voicemail messages through phone, email, or the user portal (unified messaging). You can also add on voice mail transcription to convert your voice message to text.
- Adjust administrative settings, end user preferences, phone features, etc. from our online portals.
- Record conversations between employees and customers to support business processes.
- Use our convenient toolbar to access mobility features, such as click-to-dial functionality and call management, so your employees can connect (using a computer).

Features of our Hosted VoIP include:

- **Mobility** – Enjoy the freedom to access your services from virtually any device, anywhere with Business Communicator
- **Unified Messaging** – Receive voice messages to your inbox ensuring instant access whether in the office or on the road.
- **Simultaneous/Sequential Ring** – Route calls to multiple phones, at once or in a particular order.
- **User Toolbar** – Access and manage phone features from your computer.

CenturyLink Hosted VoIP also offers a range of seat types, with cordless options available:

<p style="text-align: center;">Basic:</p> <p>A cost-effective seat designed for use in a lobby, break room, cafeteria, or shop area that is not assigned to a specific user.</p>	<p style="text-align: center;">Standard:</p> <p>Robust set of features than the Basic seat, designed for general business, support and clerical personnel that don't require advanced features.</p>	<p style="text-align: center;">Premium:</p> <p>Designed for the majority of professional employees, includes advanced IP phone features and a premium phone.</p>
<p style="text-align: center;">Conference:</p> <p>Get the features of a Standard seat, but with a phone designed for collaboration.</p>	<p style="text-align: center;">Admin:</p> <p>Get the features of a Premium seat, but with one receptionist sidecar (for monitoring additional lines in the office).</p>	<p style="text-align: center;">Receptionist:</p> <p>high volumes of concurrent incoming calls, includes features Microsoft® Outlook and Internet Explorer integration</p>
<p style="text-align: center;">Virtual:</p> <p>Designed to fit the needs of the majority of a company's professional employees without requiring an IP phone.</p>	<p style="text-align: center;">Voicemail:</p> <p>Use this seat to store voicemail and as a stand-alone voicemail box for after-hours calls that aren't directed to a specific person's voicemail.</p>	<p style="text-align: center;">Analog:</p> <p>Use this seat to connect old equipment that isn't IP-enabled, such as cordless phones, point of sale (PoS) devices, and low-volume fax machines.</p>
<p style="text-align: center;">Contact Center Basic:</p> <p>Premium seat, plus basic call queuing in the cloud (up to 25 calls) to allow a group of users with this seat type to receive high volumes of incoming calls.</p>	<p style="text-align: center;">Contact Center Standard:</p> <p>Premium seat, plus call queuing (up to 50 calls) in the cloud and allow users with this seat type to log in and out of queues and view queue statistics.</p>	<p style="text-align: center;">Contact Center Supervisor:</p> <p>Premium seat, plus administer Contact Center Standard users, log in and out of queues, view queue statistics, get real-time reporting, access historical reporting, and monitor calls.</p>

Service Exhibit: CenturyLink Hosted VOIP Service Exhibit

Pricing Tab: Attachment A.6 Unified Communications – Pricing, Tab 6.3 Hosted VoIP

WebEx Calling

Cisco Webex Calling offers a standardized set of features along with the flexibility to customize as needed. For example, by adding cloud calling, you can seamlessly move from a phone conversation, to messaging, to a meeting as your discussions evolve.

Technical Features/Capabilities

- Comprehensive cloud calling with enterprise-grade PBX features
- Group features, including unlimited subscriptions of auto-attendant and shared call appearances
- Cisco Webex Teams™ with messaging, screen sharing and audio and video conferencing for up to three participants
- The option to add Webex® Meetings, a feature that offers an enterprise-grade meeting experience, meeting room recording, meeting room locking, remote dial-in access over PSTN and up to 1,000 meeting participants
- The option to add the entire Cisco multi-platform phones and headset portfolio and the complete range of Cisco video endpoints

Please see the following link for more information on this service:

<https://www.centurylink.com/business/voice/webex.html?rid=keepideasmoving>

Service Exhibit: Cisco WebEx Calling delivered by CenturyLink Service Schedule

Pricing Tab: Attachment A.6 Unified Communications – Pricing, Tab 6.4 WebEx Calling

WebEx Meetings

Communication needs to be agile. Mobile. Collaborative. All thanks to mobile devices and evolving innovations in infrastructure and applications. Cisco Webex delivered by CenturyLink makes instant communications and live meetings possible through a deeply integrated set of tools for an outstanding collaboration experience.

Cisco Webex delivered by CenturyLink is an app-centric, cloud-based service that provides a complete collaboration suite for teams to create, meet, message, call, white board, and share, regardless of whether they're together or apart; in one continuous workstream before, during, and after meetings. This product set includes Meeting Center, Training Center, Event Center and Support Center. All of these services can even be bundled under WebEx's Enterprise Edition Offer.

Service Exhibit: Cisco WebEx Services, Delivered by CenturyLinkSM

Pricing Tab: Attachment A.6 Unified Communications – Pricing, Tab 6.5 WebEx Meetings

Voice Complete

CenturyLink Voice Complete enables you to easily connect locations using either SIP or TDM. By providing you with resiliency, improved call quality and the freedom to select the UC&C solution of your choice, we aim to enhance your customers' experience and help increase workforce productivity.

Routing and management

- **Pooled concurrent call paths (CCPs):** Share idle capacity across the enterprise to reduce under-utilized site-specific trunks.
- **Direct PRI handoff to your PBX:** Our network performs signaling conversion with support for all brands of PBX and key system equipment, so you don't need to deploy and manage additional devices or forklift legacy equipment.
- **Self-service customer portal:** Our real-time interface enables you to control end-user telephone numbers and features, with access to billing, reporting and service management. Assist your organization's traffic, cost, and sales and marketing activity management.

Technical features and capabilities

- **Enhanced voice solution:** Includes local, national and global calling services with toll free/freephone and optional mobility call-forwarding features.
- **Telephone number features:** Telephone numbers have built-in virtual local presence and support optional mobility calling.
- **Multi-continent commercial model:** Access global service under a single contract with flexible invoicing.
- **Business continuity and redundancy features:** Built-in business resiliency leverages network, telephone numbers and gateway options, and legacy PRI fallback solutions for comprehensive disaster recovery.
- **Flexible access:** Option to use the CenturyLink® MPLS/ IP VPN services for additional security, reliability and redundancy; CenturyLink® Dedicated Internet Access; or bring your own bandwidth.
- **Emergency services options included:** For end-user service locations offered within CenturyLink's expansive voice footprint with self-service portal capabilities.
- **Support multiple UC&C options:** Our service is certified on multiple platforms, including Cisco® and Microsoft®.
- **Signaling:** Our IP-centric network supports SIP and TDM equipment without sacrificing features and benefits.
- **Protocols:** In order to maintain your call quality, we use uncompressed G.711 protocol to transport your voice traffic across our network. We also support a wide array of CODECs including G.729 for voice and T-38 for faxing.
- **Cost predictability:** Voice resource sharing and optional bundled minute pricing plans help you predict and manage fixed and variable usage-based costs.

Please see the following link for more information on this service:

<https://www.centurylink.com/business/voice/voice-complete.html>

Service Exhibit: Level 3® Enterprise Voice SIP Based Services

Pricing Tab: Attachment A.6 Unified Communications – Pricing, Tab 6.5 Voice Complete

Customer Premises Equipment (CPE)

CenturyLink and Cisco have a long-standing relationship. CenturyLink was Cisco's first Gold Partner, a commitment to Cisco's technology platforms that is in place today around the globe. This relationship provides CenturyLink customers with a single source for Cisco solutions, regardless of geography or IT complexity, and increases the velocity of deploying strategic integrated solutions. Both companies continually innovate to bring new features and services to their customers.

In addition to our CenturyLink Managed Services solutions, CenturyLink is a Cisco Gold Partner reseller. We leverage Cisco's Collaboration tools using VoIP technology enabling fundamental change in communications. Mobility solutions within this suite keeps businesses engaged virtually anywhere and anytime. Cisco Unified Communications provides integrated access on a single unified system.

Cisco Enterprise Network solutions encompass different equipment solution technologies. In support of Cisco routing, switching and wireless platforms, CenturyLink maintains Cisco's highest Certifications and Specializations. We are the first partner ever to achieve Cisco's Gold level. We hold various levels of specializations such as Masters of Security, Advanced Borderless Network Architecture, Advanced Content Security, Advanced Enterprise Networks Architecture Specialization and of course our Cloud and Managed Services – Master Provider Certification.

In addition to the CenturyLink Technical Assistance Center, we leverage the Cisco Smart Net Care program. It helps reduce downtime with fast, expert technical support and flexible hardware coverage provided by the Cisco Technical Assistance Center (TAC). It also offers integrated smart capabilities, providing current information about your installed base, contracts, and security alerts to enhance the efficiency of your support workflows.

The TAC is staffed by Cisco experts and is accessible 24 hours a day, 365 days per year. Technical services available through the TAC are backed by advance hardware replacement options and fast response time, including 2-hour, 4-hour, and next-business-day options (where available). Online self-help tools include our extensive knowledge library, software downloads, and support tools designed to help you resolve network issues quickly without opening a case.

Service Exhibit: CenturyLink Select Advantage Service Exhibit

Pricing Catalogue: Attachment A.6 Unified Communications – Pricing, Tab 6.7 CPE

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

All CenturyLink offer pricing is presented without any applicable taxes, surcharges and fees as those are all calculated at time of billing and are subject to change outside CTL's control. CTL has included an Estimated Tax File, by product, within the proposal package. With a valid tax exemption certificate on file, CTL will only bill non-exempt taxes, surcharges and fees.

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**Applies to DIA Only in Category 2
Access - On-Net Only - Prices are 'Not to Exceed' ****

Description	12 month	24 month	36 month	*NRC
	MRC	MRC	MRC	
DS-1	\$235	\$200	\$180	\$1,000.00
DS-3	\$2,500	\$2,125	\$1,913	\$5,000.00
OC-3	\$3,500	\$2,975	\$2,678	\$5,000.00
OC-12	\$8,500	\$7,225	\$6,503	\$5,000.00
Fast Ethernet-10 Mbps	\$1,000	\$850	\$765	\$2,500.00
Fast Ethernet-20 Mbps	\$1,100	\$935	\$842	\$2,500.00
Fast Ethernet-30 Mbps	\$1,300	\$1,105	\$995	\$2,500.00
Fast Ethernet-40 Mbps	\$1,400	\$1,190	\$1,071	\$2,500.00
Fast Ethernet-50 Mbps	\$1,500	\$1,275	\$1,148	\$2,500.00
Fast Ethernet-60 Mbps	\$1,600	\$1,360	\$1,224	\$2,500.00
Fast Ethernet-70 Mbps	\$1,700	\$1,445	\$1,301	\$2,500.00
Fast Ethernet-80 Mbps	\$1,800	\$1,530	\$1,377	\$2,500.00
Fast Ethernet-90 Mbps	\$1,850	\$1,573	\$1,415	\$2,500.00
Gigabit Ethernet-100 Mbps	\$2,500	\$2,125	\$1,913	\$5,000.00
Gigabit Ethernet-200 Mbps	\$3,200	\$2,720	\$2,448	\$5,000.00
Gigabit Ethernet-300 Mbps	\$3,300	\$2,805	\$2,525	\$5,000.00
Gigabit Ethernet-400 Mbps	\$3,400	\$2,890	\$2,601	\$5,000.00
Gigabit Ethernet-500 Mbps	\$3,500	\$2,975	\$2,678	\$5,000.00
Gigabit Ethernet-600 Mbps	\$3,600	\$3,060	\$2,754	\$5,000.00
Gigabit Ethernet-700 Mbps	\$3,650	\$3,103	\$2,792	\$5,000.00
Gigabit Ethernet-800 Mbps	\$3,700	\$3,145	\$2,831	\$5,000.00
Gigabit Ethernet-900 Mbps	\$3,800	\$3,230	\$2,907	\$5,000.00
Gigabit Ethernet-1000 Mbps	\$3,900	\$3,315	\$2,984	\$5,000.00
Gigabit Ethernet-1000 Mbps+	ICB	ICB	ICB	ICB

* NRCs may be waived with a minimum service term of 12 months.

** Access line pricing for On-Net locations has been provided as a "Not-To-Exceed" price. Additional discounting can be provided on a project by project basis.

Off-Net pricing is available and is performed on an Individual Case Basis and pricing will be quoted on a site by site basis. Contact your CenturyLink Account Rep and they will be able to determine if a site can be reached using any of our 3rd party local access partners or analyzed for a new fiber build. Where applicable the "Not-To-Exceed" pricing will be used where facilities are available and special construction is not required.

Internet Services

Ports Pricing only - Access is a separate price component (see tab 2.0)**

Flat Rate	Mbps	12 Months			24 Months			36 Months		
			MRC		MRC		MRC			
DS-1	1.54		\$166		\$158		\$149			
DS-3	45.00		\$1,764		\$1,676		\$1,588			
OC-3	155.00		\$2,597		\$2,467		\$2,337			
OC-12	622.00		\$7,062		\$6,710		\$6,356			
OC-48	2488.00		\$28,249		\$26,837		\$25,424			
Ethernet	10.00		\$362		\$344		\$326			
Fast Ethernet	100.00		\$693		\$659		\$624			
1 Gigabit Ethernet	1000.00		\$2,079		\$1,976		\$1,871			
10 Gigabit Ethernet	10000.00		\$11,592		\$11,012		\$10,433			
Tiered Fast Ethernet (100 M)	Max		MRC		MRC		MRC			
10 Mbps	10.00		\$362		\$344		\$326			
15 Mbps	15.00		\$396		\$377		\$356			
20 Mbps	20.00		\$431		\$410		\$388			
30 Mbps	30.00		\$492		\$467		\$443			
40 Mbps	40.00		\$535		\$508		\$481			
50 Mbps	50.00		\$578		\$549		\$520			
60 Mbps	60.00		\$600		\$571		\$541			
70 Mbps	70.00		\$627		\$596		\$564			
80 Mbps	80.00		\$653		\$619		\$587			
90 Mbps	90.00		\$675		\$641		\$608			
100 Mbps	100.00		\$693		\$659		\$624			
Tiered 1 Gigabit Ethernet	Max		MRC		MRC		MRC			
100 Mbps	100.00		\$693		\$659		\$624			
200 Mbps	200.00		\$982		\$932		\$883			
300 Mbps	300.00		\$1,184		\$1,125		\$1,066			
400 Mbps	400.00		\$1,359		\$1,291		\$1,223			
500 Mbps	500.00		\$1,541		\$1,463		\$1,387			
600 Mbps	600.00		\$1,651		\$1,568		\$1,486			
700 Mbps	700.00		\$1,778		\$1,688		\$1,599			
800 Mbps	800.00		\$1,895		\$1,800		\$1,705			
900 Mbps	900.00		\$2,004		\$1,904		\$1,804			
1000 Mbps	1000.00		\$2,079		\$1,976		\$1,871			

Internet Services

Ports Pricing only - Access is a separate price component (see tab 2.0)**

Tiered 10 Gigabit Ethernet	Max	Ports Pricing only - Access is a separate price component (see tab 2.0)**		
		12 Months MRC	24 Months MRC	36 Months MRC
1000 Mbps	1000.00	\$2,079	\$1,976	\$1,871
2000 Mbps	2000.00	\$3,465	\$3,292	\$3,119
3000 Mbps	3000.00	\$4,699	\$4,464	\$4,228
4000 Mbps	4000.00	\$5,824	\$5,532	\$5,242
5000 Mbps	5000.00	\$6,930	\$6,584	\$6,237
6000 Mbps	6000.00	\$7,880	\$7,486	\$7,092
7000 Mbps	7000.00	\$8,841	\$8,399	\$7,957
8000 Mbps	8000.00	\$9,767	\$9,279	\$8,790
9000 Mbps	9000.00	\$10,664	\$10,131	\$9,598
10000 Mbps	10000.00	\$11,592	\$11,012	\$10,433

*Non-recurring charges may apply to any term commitment.

** This network component requires access line pricing as provided in the pricing catalog. Access line pricing for On-Net locations has been provided as a "Not-To-Exceed" price. Additional discounting can be provided on a project by project basis.

Off-Net pricing is performed on an Individual Case Basis and pricing will be quoted on a site by site basis. Contact your CenturyLink Account Rep and they will be able to determine if a site can be reached using any of our 3rd party local access partners or analyzed for a new fiber build. Where applicable the "Not-To-Exceed" pricing will be used where facilities are available and special construction is not required.

Adaptive Network Security (FW)

Product/Service	12 months MRC	24 months MRC	36 months MRC	NRC	Description
Basic 150M	\$799	\$733	\$666	\$572	100 Rules, Encrypted Tunnel, Log Retention, IDS/IPS, 24/7 SOC, 5 policy changes per month
Basic 500M	\$3,084	\$2,827	\$2,570	\$572	100 Rules, Encrypted Tunnel, Log Retention, IDS/IPS, 24/7 SOC, 5 policy changes per month
Basic 1000M	\$5,309	\$4,867	\$4,425	\$572	100 Rules, Encrypted Tunnel, Log Retention, IDS/IPS, 24/7 SOC, 5 policy changes per month
Premium 150M	\$2,461	\$2,256	\$2,052	\$1,007	Basic Security Features plus, Application Awareness, Data Loss Protection (ie. credit card and social security ID pattern recognition), Log Streaming, Unlimited policy changes per month
Premium 500M	\$5,436	\$4,983	\$4,530	\$1,007	Basic Security Features plus, Application Awareness, Data Loss Protection (ie. credit card and social security ID pattern recognition), Log Streaming, Unlimited policy changes per month
Premium 1000M	\$8,597	\$7,880	\$7,165	\$1,007	Basic Security Features plus, Application Awareness, Data Loss Protection (ie. credit card and social security ID pattern recognition), Log Streaming, Unlimited policy changes per month
add on Content Filtering 150M	\$478	\$438	\$399	\$436	Filtering web content and preventing users from visiting undesirable URLs using IP reputations or advanced detection methods White List/Black List etc. over 90 presets/categories available.
add on Content Filtering 500M	\$1,568	\$1,437	\$1,307	\$436	Filtering web content and preventing users from visiting undesirable URLs using IP reputations or advanced detection methods White List/Black List etc. over 90 presets/categories available.
add on Content Filtering 1000M	\$2,963	\$2,716	\$2,469	\$436	Filtering web content and preventing users from visiting undesirable URLs using IP reputations or advanced detection methods White List/Black List etc. over 90 presets/categories available.
add on Anti-Malware/Sandboxing 150M	\$751	\$688	\$626	\$436	Anti-malware with Sandboxing scans, blocks and reports on unknown malicious code and zero day threats found in network files. Sandboxing places suspicious file in a protected environment for observation. If the file is malicious, creates and distributes a signature to customer's Adaptive Network Security platform.
add on Anti-Malware/Sandboxing 500M	\$1,634	\$1,497	\$1,361	\$436	Anti-malware with Sandboxing scans, blocks and reports on unknown malicious code and zero day threats found in network files. Sandboxing places suspicious file in a protected environment for observation. If the file is malicious, creates and distributes a signature to customer's Adaptive Network Security platform.
add on Anti-Malware/Sandboxing 1000M	\$2,548	\$2,336	\$2,124	\$436	Anti-malware with Sandboxing scans, blocks and reports on unknown malicious code and zero day threats found in network files. Sandboxing places suspicious file in a protected environment for observation. If the file is malicious, creates and distributes a signature to customer's Adaptive Network Security platform.

Level 3 DDoS Mitigation Clean Bandwidth-based Pricing

**Minimum 12 mo term
required on this product
*Non-recurring charges may
apply to any term
commitment.**

DDoS Mitigation Service Level (Includes 16 /24 Subnets)	Level 3 Kit Name	Retail / Enterprise	
		MRR	NRR
Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US (100 Mbps Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US	\$ 3,465	\$ 4,050
Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US (200 Mbps Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US	\$ 4,950	\$ 5,130
Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US (500 Mbps Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US	\$ 5,940	\$ 6,210
Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US (1 GB Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US	\$ 8,168	\$ 7,740
Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US (2 GB Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US	\$ 12,870	\$ 10,440
Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US (3 GB Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US	\$ 15,444	\$ 12,510
Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US (4 GB Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US	\$ 18,216	\$ 14,490
Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US (5 GB Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US	\$ 20,790	\$ 16,560
Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US (10 GB Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US	\$ 32,670	\$ 26,496
Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US (20 GB Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US	By request	By request
Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US (30 GB Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US	By request	By request
Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US (40 GB Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US	By request	By request
Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US (100 GB Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -On-Demand - US	By request	By request
Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (100 Mbps Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (1	\$ 5,940	\$ 4,050
Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (200 Mbps Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (2	\$ 8,316	\$ 5,130
Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (500 Mbps Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (5	\$ 9,801	\$ 6,210

Level 3 DDoS Mitigation Clean Bandwidth-based Pricing

**Minimum 12 mo term
required on this product
*Non-recurring charges may
apply to any term
commitment.**

DDoS Mitigation Service Level (Includes 16 /24 Subnets)	Level 3 Kit Name	Retail / Enterprise	
		MRR	NRR
Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (1 GB Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (1	\$ 14,652	\$ 7,740
Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (2 GB Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (2	\$ 24,156	\$ 10,440
Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (3 GB Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (3	\$ 30,294	\$ 12,510
Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (4 GB Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (4	\$ 34,848	\$ 14,490
Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (5 GB Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (5	\$ 41,085	\$ 16,560
Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (10 GB Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (1	\$ 63,360	\$ 26,496
Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (20 GB Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (2	By request	By request
Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (30 GB Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (3	By request	By request
Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (40 GB Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (4	By request	By request
Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (100 GB Clean Traffic) Total DDoS clean traffic return provisioned across production site(s). The clean traffic return may be shared across multiple sites and include, on-demand protection and up to a total of 256 protected /24 IPv4 or /48 IPv6.	Level 3 - DDoS Clean Traffic Bandwidth -Always-On - US (1	By request	By request
DDoS clean traffic return path to customer site utilizing a separate VLAN on Level 3 Internet.	Level 3 - DDoS - Internet Direct Clean Traffic Return Path	\$ 1,188	\$ 1,080
DDoS clean traffic return path to customer site utilizing a GRE tunnel over the Internet per protected routers (two GRE tunnels per router).	Level 3 - DDoS - GRE Clean Traffic Return Path	\$ 495	\$ 450
DDoS clean traffic return path to customer site utilizing a Level 3 IP VPN.	Level 3 - DDoS - IP VPN Direct Clean Traffic Return Path	\$ 1,188	\$ 1,080
Client Border Router(s) or Level 3 Provider Edge Router Interface(s) provisioned and monitored with Flow Monitoring service. Max. 1,000 flows per second; sampling 1024:1 or 1000:1 required	Level 3 - DDoS - FBM Monitoring	\$ 891	\$ 1,080
Unlimited Protected Subnets	Level 3 - DDoS - Unlimited Protected Subnet	\$ 23,760	\$ 4,320
The service is available with up to 10 user tokens. Additional tokens can be purchased in the qty of 10	Level 3 - Additional 2FA Tokens (per Quantity of 10)	\$ 99	\$ 225
Level 3 - DDoS Application Monitoring and Mitigation Cloud Signaling (Charge per Pravail mitigation appliance) Customer owns and manages the appliance	Level 3 - DDoS Application Monitoring and Mitigation Clou	\$ 1,188	\$ 1,080
Emergency Install for GRE clean traffic return only	Level 3 - Emergency Install for GRE clean traffic return onl	\$ -	\$ 2,700

Managed Firewall

Product/Service	12 months MRC	24 months MRC	36 months MRC	NRC	Description
Managed Cisco FW Single Firewall with IPS					
Cisco Firepower 1010	\$ 2,150	\$ 1,426	\$ 1,184	\$ 1,260	NGFW with IPS
addon URL Filtering	\$ 395	\$ 353	\$ 340	\$ 180	URL Filtering
addon AMP	\$ 395	\$ 353	\$ 340	\$ 180	Advanced Malware Protection
Cisco Firepower 1120	\$ 2,576	\$ 1,747	\$ 1,472	\$ 1,530	
addon URL Filtering	\$ 434	\$ 392	\$ 378	\$ 180	
addon AMP	\$ 434	\$ 392	\$ 378	\$ 180	
Cisco Firepower 1140	\$ 3,854	\$ 2,604	\$ 2,184	\$ 2,340	
addon URL Filtering	\$ 556	\$ 515	\$ 501	\$ 270	
addon AMP	\$ 468	\$ 427	\$ 413	\$ 270	
Cisco Firepower 2110	\$ 3,365	\$ 2,280	\$ 1,920	\$ 1,890	
addon URL Filtering	\$ 471	\$ 430	\$ 416	\$ 270	
addon AMP	\$ 471	\$ 430	\$ 416	\$ 270	
Cisco Firepower 2120	\$ 4,336	\$ 2,856	\$ 2,364	\$ 2,340	
addon URL Filtering	\$ 545	\$ 503	\$ 489	\$ 270	
addon AMP	\$ 545	\$ 503	\$ 489	\$ 270	
Cisco Firepower 2130	\$ 5,306	\$ 3,437	\$ 2,819	\$ 2,790	
addon URL Filtering	\$ 627	\$ 585	\$ 571	\$ 360	
addon AMP	\$ 627	\$ 585	\$ 571	\$ 360	
Cisco Firepower 2140	\$ 8,694	\$ 5,478	\$ 4,406	\$ 4,410	
addon URL Filtering	\$ 915	\$ 873	\$ 859	\$ 450	
addon AMP	\$ 915	\$ 873	\$ 859	\$ 450	
Cisco Firepower 4110	\$ 12,881	\$ 8,647	\$ 7,238	\$ 7,290	
addon URL Filtering	\$ 1,080	\$ 1,039	\$ 1,025	\$ 540	
addon AMP	\$ 1,080	\$ 1,039	\$ 1,025	\$ 540	
Cisco Firepower 4120	\$ 18,874	\$ 12,321	\$ 10,141	\$ 10,080	
addon URL Filtering	\$ 1,546	\$ 1,505	\$ 1,491	\$ 720	
addon AMP	\$ 1,546	\$ 1,505	\$ 1,491	\$ 720	
Cisco Firepower 4140	\$ 22,011	\$ 14,312	\$ 11,752	\$ 11,520	
addon URL Filtering	\$ 2,069	\$ 2,028	\$ 2,014	\$ 990	
addon AMP	\$ 2,069	\$ 2,028	\$ 2,014	\$ 990	
Cisco Firepower 4150	\$ 32,198	\$ 21,780	\$ 18,314	\$ 19,800	
addon URL Filtering	\$ 2,389	\$ 2,347	\$ 2,333	\$ 1,170	
addon AMP	\$ 2,389	\$ 2,347	\$ 2,333	\$ 1,170	
Cisco Firepower 4115	\$ 15,882	\$ 10,480	\$ 8,691	\$ 8,640	
addon URL Filtering	\$ 1,314	\$ 1,272	\$ 1,258	\$ 630	
addon AMP	\$ 1,314	\$ 1,272	\$ 1,258	\$ 630	
Cisco Firepower 4125	\$ 22,875	\$ 14,764	\$ 12,076	\$ 11,880	
addon URL Filtering	\$ 1,858	\$ 1,817	\$ 1,803	\$ 900	
addon AMP	\$ 1,858	\$ 1,817	\$ 1,803	\$ 900	
Cisco Firepower 4145	\$ 32,198	\$ 21,780	\$ 18,314	\$ 19,800	
addon URL Filtering	\$ 2,389	\$ 2,347	\$ 2,333	\$ 1,170	
addon AMP	\$ 2,389	\$ 2,347	\$ 2,333	\$ 1,170	
Cisco Firepower 9300-SM40	\$ 21,957	\$ 14,744	\$ 12,341	\$ 13,500	
addon URL Filtering	\$ 1,613	\$ 1,571	\$ 1,557	\$ 810	
addon AMP	\$ 1,613	\$ 1,571	\$ 1,557	\$ 810	
Managed Cisco FW High Availability Firewall (Active Passive) with IPS					
Cisco Firepower 1010	\$ 2,497	\$ 1,722	\$ 1,464	\$ 1,620	
addon URL Filtering	\$ 409	\$ 367	\$ 353	\$ 270	
addon AMP	\$ 409	\$ 367	\$ 353	\$ 270	
Cisco Firepower 1120	\$ 3,193	\$ 2,212	\$ 1,883	\$ 2,070	
addon URL Filtering	\$ 486	\$ 445	\$ 431	\$ 270	
addon AMP	\$ 486	\$ 445	\$ 431	\$ 270	
Cisco Firepower 1140	\$ 3,854	\$ 2,604	\$ 2,184	\$ 2,340	
addon URL Filtering	\$ 556	\$ 515	\$ 501	\$ 270	
addon AMP	\$ 556	\$ 515	\$ 501	\$ 270	
Cisco Firepower 2110	\$ 4,621	\$ 3,128	\$ 2,628	\$ 2,700	
addon URL Filtering	\$ 561	\$ 520	\$ 506	\$ 270	
addon AMP	\$ 561	\$ 520	\$ 506	\$ 270	
Cisco Firepower 2120	\$ 6,560	\$ 4,280	\$ 3,517	\$ 3,600	
addon URL Filtering	\$ 710	\$ 668	\$ 654	\$ 360	
addon AMP	\$ 710	\$ 668	\$ 654	\$ 360	
Cisco Firepower 2130	\$ 8,501	\$ 5,447	\$ 4,427	\$ 4,500	
addon URL Filtering	\$ 873	\$ 832	\$ 818	\$ 450	
addon AMP	\$ 873	\$ 832	\$ 818	\$ 450	

Managed Firewall

Product/Service	12 months MRC	24 months MRC	36 months MRC	NRC	Description
Cisco Firepower 2140	\$ 15,292	\$ 9,519	\$ 7,608	\$ 7,740	
addon URL Filtering	\$ 1,448	\$ 1,407	\$ 1,393	\$ 720	
addon AMP	\$ 1,448	\$ 1,407	\$ 1,393	\$ 720	
Cisco Firepower 4110	\$ 22,116	\$ 14,395	\$ 11,821	\$ 11,790	
addon URL Filtering	\$ 1,781	\$ 1,739	\$ 1,726	\$ 810	
addon AMP	\$ 1,781	\$ 1,739	\$ 1,726	\$ 810	
Cisco Firepower 4120	\$ 34,128	\$ 21,737	\$ 17,618	\$ 17,280	
addon URL Filtering	\$ 2,714	\$ 2,672	\$ 2,658	\$ 1,260	
addon AMP	\$ 2,714	\$ 2,672	\$ 2,658	\$ 1,260	
Cisco Firepower 4140	\$ 45,350	\$ 28,345	\$ 22,685	\$ 22,770	
addon URL Filtering	\$ 3,655	\$ 3,713	\$ 3,699	\$ 1,710	
addon AMP	\$ 3,655	\$ 3,713	\$ 3,699	\$ 1,710	
Cisco Firepower 4150	\$ 60,796	\$ 40,659	\$ 33,992	\$ 36,810	
addon URL Filtering	\$ 4,402	\$ 4,360	\$ 4,346	\$ 2,070	
addon AMP	\$ 4,402	\$ 4,360	\$ 4,346	\$ 2,070	
Cisco Firepower 4115	\$ 28,121	\$ 18,067	\$ 14,722	\$ 14,490	
addon URL Filtering	\$ 2,246	\$ 2,205	\$ 2,191	\$ 1,080	
addon AMP	\$ 2,246	\$ 2,205	\$ 2,191	\$ 1,080	
Cisco Firepower 4125	\$ 42,105	\$ 26,635	\$ 21,491	\$ 20,970	
addon URL Filtering	\$ 3,335	\$ 3,294	\$ 3,280	\$ 1,530	
addon AMP	\$ 3,335	\$ 3,294	\$ 3,280	\$ 1,530	
Cisco Firepower 4145	\$ 60,796	\$ 40,649	\$ 33,992	\$ 36,810	
addon URL Filtering	\$ 4,402	\$ 4,360	\$ 4,346	\$ 2,070	
addon AMP	\$ 4,402	\$ 4,360	\$ 4,346	\$ 2,070	
Cisco Firepower 9300-SM40	\$ 38,585	\$ 24,858	\$ 20,321	\$ 21,960	
addon URL Filtering	\$ 2,846	\$ 2,805	\$ 2,791	\$ 1,350	
addon AMP	\$ 2,846	\$ 2,805	\$ 2,791	\$ 1,350	
Cisco AnyConnect Client TLS-VPN Remote Access license per client					
AnyConnect Client 5	\$ 132	\$ 75	\$ 57	\$ 90	
AnyConnect Client 10	\$ 132	\$ 75	\$ 57	\$ 90	
AnyConnect Client 15	\$ 132	\$ 75	\$ 57	\$ 90	
AnyConnect Client 20	\$ 132	\$ 75	\$ 57	\$ 90	
AnyConnect Client 30	\$ 235	\$ 131	\$ 97	\$ 180	
AnyConnect Client 40	\$ 235	\$ 131	\$ 97	\$ 180	
AnyConnect Client 50	\$ 235	\$ 131	\$ 97	\$ 180	
AnyConnect Client 60	\$ 373	\$ 206	\$ 151	\$ 270	
AnyConnect Client 70	\$ 373	\$ 206	\$ 151	\$ 270	
AnyConnect Client 100	\$ 373	\$ 206	\$ 151	\$ 270	
AnyConnect Client 250	\$ 555	\$ 310	\$ 230	\$ 360	
Managed Palo Alto Firewall Single Firewall with IPS					
PA 220	\$ 1,499	\$ 1,127	\$ 1,003	\$ 1,125	
addon URL Filtering	\$ 467	\$ 414	\$ 397	\$ 405	
addon Wildfire	\$ 467	\$ 414	\$ 397	\$ 405	
PA 820	\$ 1,868	\$ 1,360	\$ 1,193	\$ 1,125	
addon URL Filtering	\$ 632	\$ 500	\$ 457	\$ 405	
addon Wildfire	\$ 632	\$ 500	\$ 457	\$ 405	
PA 3220	\$ 3,515	\$ 2,469	\$ 2,122	\$ 1,125	
addon URL Filtering	\$ 1,252	\$ 826	\$ 685	\$ 405	
addon Wildfire	\$ 1,252	\$ 826	\$ 685	\$ 405	
PA 3250	\$ 4,282	\$ 2,951	\$ 2,510	\$ 1,125	
addon URL Filtering	\$ 1,573	\$ 994	\$ 803	\$ 405	
addon Wildfire	\$ 1,573	\$ 994	\$ 803	\$ 405	
PA 5220	\$ 7,186	\$ 4,854	\$ 4,079	\$ 1,125	
addon URL Filtering	\$ 2,726	\$ 1,600	\$ 1,226	\$ 405	
addon Wildfire	\$ 2,726	\$ 1,600	\$ 1,226	\$ 405	
PA 5250	\$ 12,639	\$ 8,299	\$ 6,858	\$ 1,125	
addon URL Filtering	\$ 5,024	\$ 2,807	\$ 2,069	\$ 405	
addon Wildfire	\$ 5,024	\$ 2,807	\$ 2,069	\$ 405	
Managed Palo Alto Firewall High Availability Firewall with IPS (Active Passive)					
PA 220	\$ 1,804	\$ 1,373	\$ 1,232	\$ 1,688	
addon URL Filtering	\$ 492	\$ 428	\$ 406	\$ 405	
addon Wildfire	\$ 492	\$ 428	\$ 406	\$ 405	
PA 820	\$ 2,528	\$ 1,832	\$ 1,601	\$ 1,688	
addon URL Filtering	\$ 786	\$ 581	\$ 514	\$ 405	
addon Wildfire	\$ 786	\$ 581	\$ 514	\$ 405	

Managed Firewall

Product/Service	12 months MRC	24 months MRC	36 months MRC	NRC	Description
PA 3220	\$ 5,557	\$ 3,775	\$ 3,184	\$ 1,688	
addon URL Filtering	\$ 1,708	\$ 1,064	\$ 852	\$ 405	
addon Wildfire	\$ 1,708	\$ 1,064	\$ 852	\$ 405	
PA 3250	\$ 7,042	\$ 4,698	\$ 3,919	\$ 1,688	
addon URL Filtering	\$ 2,208	\$ 1,329	\$ 1,036	\$ 405	
addon Wildfire	\$ 2,208	\$ 1,329	\$ 1,036	\$ 405	
PA 5220	\$ 12,516	\$ 8,166	\$ 6,717	\$ 1,688	
addon URL Filtering	\$ 3,975	\$ 2,255	\$ 1,685	\$ 405	
addon Wildfire	\$ 3,975	\$ 2,255	\$ 1,685	\$ 405	
PA 5250	\$ 23,110	\$ 14,744	\$ 11,962	\$ 1,688	
addon URL Filtering	\$ 7,529	\$ 4,121	\$ 2,989	\$ 405	
addon Wildfire	\$ 7,529	\$ 4,121	\$ 2,989	\$ 405	
Managed Palo Alto GlobalProtect VPN Clients Remote Access (license per FW) Single Firewall					
PA 220	\$ 104	\$ 57	\$ 43	\$ 315	
PA 820	\$ 268	\$ 145	\$ 102	\$ 315	
PA 3220	\$ 889	\$ 470	\$ 330	\$ 315	
PA 3250	\$ 1,210	\$ 639	\$ 447	\$ 315	
PA 5220	\$ 2,363	\$ 1,243	\$ 872	\$ 315	
PA 5250	\$ 4,668	\$ 2,454	\$ 1,718	\$ 315	
Managed Palo Alto GlobalProtect VPN Clients Remote Access (license per FW) High Availability Firewall (Active Passive)					
PA 220	\$ 129	\$ 71	\$ 51	\$ 315	
PA 820	\$ 422	\$ 225	\$ 158	\$ 315	
PA 3220	\$ 1,344	\$ 709	\$ 497	\$ 315	
PA 3250	\$ 1,843	\$ 971	\$ 681	\$ 315	
PA 5220	\$ 3,612	\$ 1,899	\$ 1,321	\$ 315	
PA 5250	\$ 7,166	\$ 3,765	\$ 2,634	\$ 315	
Security Log Monitoring with Palo Alto Firewall (required)					
Foundational Monitoring 0-10GB	\$ -	\$ -	\$ -	\$ -	minimum required. 0 to 10GB of raw log data per day
extended log retention 1yr	\$ 105	\$ 105	\$ 105	\$ -	
extended log retention 3yr	\$ 154	\$ 154	\$ 154	\$ -	
extended log retention 5 yr	\$ 187	\$ 187	\$ 187	\$ -	
extended log retention 7yr	\$ 218	\$ 218	\$ 218	\$ -	
addon advanced algorithms	\$ 215	\$ 215	\$ 215	\$ -	
addon Trending and Analytics	\$ 220	\$ 220	\$ 220	\$ -	
addon SOC Monitoring	\$ 275	\$ 275	\$ 275	\$ -	
addon Cloud Security Monitoring	\$ 3,713	\$ 3,713	\$ 3,713	\$ -	
addon Threat Intelligence	\$ 3,713	\$ 3,713	\$ 3,713	\$ -	
Foundational Monitoring 11-20GB	\$ 253	\$ 253	\$ 253	\$ -	11 to 20GB of raw log data per day
extended log retention 1yr	\$ 87	\$ 87	\$ 87	\$ -	
extended log retention 3yr	\$ 127	\$ 127	\$ 127	\$ -	
extended log retention 5 yr	\$ 154	\$ 154	\$ 154	\$ -	
extended log retention 7yr	\$ 185	\$ 185	\$ 185	\$ -	
addon advanced algorithms	\$ 170	\$ 170	\$ 170	\$ -	
addon Trending and Analytics	\$ 187	\$ 187	\$ 187	\$ -	
addon SOC Monitoring	\$ 237	\$ 237	\$ 237	\$ -	
addon Cloud Security Monitoring	\$ 3,713	\$ 3,713	\$ 3,713	\$ -	
addon Threat Intelligence	\$ 3,713	\$ 3,713	\$ 3,713	\$ -	
Foundational Monitoring 21-40GB	\$ 198	\$ 198	\$ 198	\$ -	21 to 40GB of raw log data per day
extended log retention 1yr	\$ 75	\$ 75	\$ 75	\$ -	
extended log retention 3yr	\$ 110	\$ 110	\$ 110	\$ -	
extended log retention 5 yr	\$ 138	\$ 138	\$ 138	\$ -	
extended log retention 7yr	\$ 162	\$ 162	\$ 162	\$ -	
addon advanced algorithms	\$ 143	\$ 143	\$ 143	\$ -	
addon Trending and Analytics	\$ 165	\$ 165	\$ 165	\$ -	
addon SOC Monitoring	\$ 209	\$ 209	\$ 209	\$ -	
addon Cloud Security Monitoring	\$ 3,713	\$ 3,713	\$ 3,713	\$ -	
addon Threat Intelligence	\$ 3,713	\$ 3,713	\$ 3,713	\$ -	
Foundational Monitoring 41-60	\$ 165	\$ 165	\$ 165	\$ -	41 TO 60GB of raw log data per day
extended log retention 1yr	\$ 70	\$ 70	\$ 70	\$ -	
extended log retention 3yr	\$ 105	\$ 105	\$ 105	\$ -	
extended log retention 5 yr	\$ 127	\$ 127	\$ 127	\$ -	
extended log retention 7yr	\$ 151	\$ 151	\$ 151	\$ -	

Managed Firewall

Product/Service	12 months MRC	24 months MRC	36 months MRC	NRC	Description
addon advanced algorithms	\$ 127	\$ 127	\$ 127	\$ -	
addon Trending and Analytics	\$ 149	\$ 149	\$ 149	\$ -	
addon SOC Monitoring	\$ 187	\$ 187	\$ 187	\$ -	
addon Cloud Security Monitoring	\$ 3,713	\$ 3,713	\$ 3,713	\$ -	flat fee up to 30GB per day
addon Threat Intelligence	\$ 347	\$ 347	\$ 347	\$ -	Flat fee
Foundational Monitoring 61-80GB	\$ 154	\$ 154	\$ 154	\$ -	61 to 80GB of raw log data per day
extended log retention 1yr	\$ 66	\$ 66	\$ 66	\$ -	
extended log retention 3yr	\$ 99	\$ 99	\$ 99	\$ -	
extended log retention 5 yr	\$ 116	\$ 116	\$ 116	\$ -	
extended log retention 7yr	\$ 146	\$ 146	\$ 146	\$ -	
addon advanced algorithms	\$ 116	\$ 116	\$ 116	\$ -	
addon Trending and Analytics	\$ 138	\$ 138	\$ 138	\$ -	
addon SOC Monitoring	\$ 170	\$ 170	\$ 170	\$ -	
addon Cloud Security Monitoring	\$ 3,713	\$ 3,713	\$ 3,713	\$ -	flat fee up to 30GB per day
addon Threat Intelligence	\$ 3,713	\$ 3,713	\$ 3,713	\$ -	Flat fee
Foundational Monitoring 80GB +	\$ 143	\$ 143	\$ 143	\$ -	Over 80GB of raw log data per day
extended log retention 1yr	\$ 64	\$ 64	\$ 64	\$ -	
extended log retention 3yr	\$ 93	\$ 93	\$ 93	\$ -	
extended log retention 5 yr	\$ 110	\$ 110	\$ 110	\$ -	
extended log retention 7yr	\$ 139	\$ 139	\$ 139	\$ -	
addon advanced algorithms	\$ 110	\$ 110	\$ 110	\$ -	
addon Trending and Analytics	\$ 132	\$ 132	\$ 132	\$ -	
addon SOC Monitoring	\$ 165	\$ 165	\$ 165	\$ -	
addon Cloud Security Monitoring	\$ 3,713	\$ 3,713	\$ 3,713	\$ -	flat fee up to 30GB per day
addon Threat Intelligence	\$ 3,713	\$ 3,713	\$ 3,713	\$ -	Flat fee
Managed Security Service Fortinet Single Firewall					
FG60E small	\$ 1,085	\$ 842	\$ 761	\$ 720	
IPS	\$ 342	\$ 311	\$ 301	\$ 405	
WCF	\$ 432	\$ 401	\$ 391	\$ 405	
AV	\$ 114	\$ 108	\$ 106	\$ 405	
AS	\$ 114	\$ 108	\$ 106	\$ 405	
FG 100E medium	\$ 1,195	\$ 906	\$ 810	\$ 720	
IPS	\$ 545	\$ 516	\$ 506	\$ 405	
WCF	\$ 456	\$ 426	\$ 416	\$ 405	
AV	\$ 139	\$ 133	\$ 131	\$ 405	
AS	\$ 139	\$ 133	\$ 131	\$ 405	
FG 200E large	\$ 1,331	\$ 987	\$ 873	\$ 720	
IPS	\$ 754	\$ 723	\$ 713	\$ 405	
WCF	\$ 485	\$ 454	\$ 445	\$ 405	
AV	\$ 167	\$ 161	\$ 159	\$ 405	
AS	\$ 167	\$ 161	\$ 159	\$ 405	
FG 500E X-large	\$ 1,772	\$ 1,238	\$ 1,060	\$ 720	
IPS	\$ 906	\$ 846	\$ 865	\$ 405	
WCF	\$ 547	\$ 517	\$ 507	\$ 405	
AV	\$ 230	\$ 224	\$ 222	\$ 405	
AS	\$ 230	\$ 224	\$ 222	\$ 405	
FG2000E XX-large	\$ 6,001	\$ 3,891	\$ 3,188	\$ 720	
IPS	\$ 1,686	\$ 1,655	\$ 1,645	\$ 405	
WCF	\$ 1,148	\$ 1,118	\$ 1,108	\$ 405	
AV	\$ 831	\$ 825	\$ 823	\$ 405	
AS	\$ 831	\$ 825	\$ 823	\$ 405	
Managed Security Service Cisco ASA Single Firewall					
ASA 5506	\$ 1,843	\$ 1,117	\$ 874	\$ 1,260	
IPS	\$ 95	\$ 95	\$ 95	\$ 90	
URL Filtering	\$ 401	\$ 3,597	\$ 346	\$ 270	
ASA 5508	\$ 2,058	\$ 1,235	\$ 960	\$ 1,350	
IPS	\$ 217	\$ 217	\$ 217	\$ 180	
URL Filtering	\$ 448	\$ 407	\$ 393	\$ 270	
ASA 5516	\$ 2,239	\$ 1,337	\$ 1,045	\$ 1,440	
IPS	\$ 318	\$ 318	\$ 318	\$ 180	
URL Filtering	\$ 494	\$ 452	\$ 439	\$ 270	
ASA 5525	\$ 2,606	\$ 1,541	\$ 1,186	\$ 1,620	
IPS	\$ 562	\$ 562	\$ 562	\$ 270	
URL Filtering	\$ 547	\$ 506	\$ 492	\$ 270	

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Managed Firewall

Product/Service	12 months MRC	24 months MRC	36 months MRC	NRC	Description
ASA 5545	\$ 3,828	\$ 2,282	\$ 1,768	\$ 2,430	
IPS	\$ 780	\$ 780	\$ 780	\$ 360	
URL Filtering	\$ 715	\$ 673	\$ 659	\$ 360	
ASA 5555	\$ 4,547	\$ 2,677	\$ 2,058	\$ 2,880	
IPS	\$ 1,050	\$ 1,050	\$ 1,050	\$ 540	
URL Filtering	\$ 837	\$ 795	\$ 781	\$ 450	
Managed Security Service Cisco ASA High Availability Firewall (Active Passive)					
ASA 5506	\$ 2,180.97	\$ 1,400.85	\$ 1,141.47	\$ 1,620.00	
IPS	\$ 114.84	\$ 114.84	\$ 114.84	\$ 90.00	
URL Filtering	\$ 420.75	\$ 379.17	\$ 365.31	\$ 270.00	
ASA 5508	\$ 2,610.63	\$ 1,637.46	\$ 1,313.73	\$ 1,800.00	
IPS	\$ 285.12	\$ 285.12	\$ 285.12	\$ 180.00	
URL Filtering	\$ 516.78	\$ 475.20	\$ 461.34	\$ 270.00	
ASA 5516	\$ 2,973.96	\$ 1,839.42	\$ 1,463.22	\$ 2,070.00	
IPS	\$ 431.64	\$ 431.64	\$ 431.64	\$ 270.00	
URL Filtering	\$ 607.86	\$ 566.28	\$ 552.42	\$ 360.00	
ASA 5525	\$ 3,707.55	\$ 2,250.27	\$ 1,766.16	\$ 2,430.00	
IPS	\$ 754.38	\$ 754.38	\$ 754.38	\$ 360.00	
URL Filtering	\$ 714.78	\$ 673.20	\$ 659.34	\$ 360.00	
ASA 5545	\$ 5,996.43	\$ 3,578.85	\$ 2,773.98	\$ 3,870.00	
IPS	\$ 1,114.74	\$ 1,114.74	\$ 1,114.74	\$ 540.00	
URL Filtering	\$ 1,049.40	\$ 1,007.82	\$ 993.96	\$ 540.00	
ASA 5555	\$ 7,427.97	\$ 4,369.86	\$ 3,349.17	\$ 4,590.00	
IPS	\$ 1,506.78	\$ 1,506.78	\$ 1,506.78	\$ 720.00	
URL Filtering	\$ 1,292.94	\$ 1,251.36	\$ 1,237.50	\$ 630.00	

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SD-WAN with Versa Networks	1.4
SD-WAN with Viptela	1.5
SD-WAN with Meraki	1.6
CenturyLink Ethernet Service	1.7
Dark Fiber	1.8
Data Bundle / Managed Data Bundle	1.9
SERVICE CATEGORY 2 - Dedicated Internet Access	
Access	2.0
Dedicated Internet Access	2.1
Adaptive Network Security (ANS)	2.2
DDoS	2.3
Managed Firewall	2.4
SERVICE CATEGORY 3 - Broadband	
Enterprise Broadband Access Service	3.1
SERVICE CATEGORY 4 - Managed Wi-Fi	
Managed Enterprise with Cisco Meraki	4.1
Tailored Experience Managed Network Services	4.2
SERVICE CATEGORY 5 - PSTN Voice	
ILEC POTS, PRI	5.1
SERVICE CATEGORY 6 - Unified Communications	
Cisco Hosted Collaboration Solution (HCS)	6.1
CenturyLink Engage	6.2-6.2.1
Hosted VoIP	6.3
WebEx Calling	6.4
Web Ex Meetings	6.5
Voice Complete	6.6
Customer Premises Equipment (CPE)	6.7

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Individual Case Basis (ICB) Pricing - Enterprise Broadband Access Service (EBAS) pricing is subject to a detailed quoting exercise and availability is determined on a site by site basis. See Product Description and Service Exhibit for detail of services available. Engage your CenturyLink Sales Rep to develop a scope of work and present pricing. Customers need to provide site address and desired bandwidth in order to obtain a quote. Special construction may apply. EBAS is usually an Asynchronous bandwidth service with speeds that range from 10 Mbps to 1 Gbps download speeds.

The pricing would be defined based on discovery driven by the customer input and the variables below:

EBAS - Enterprise Broadband Access Services

Availability/Quality of location facilities – broadband services are dependent on the physical condition and availability of the copper cabling plant available at a location.

Carrier Qualification per location – in many locations multiple broadband service providers are available.

From the customer, we would need some basics:

End-Point Address

Speed Requirement

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

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SD-WAN with Versa Networks	1.4
SD-WAN with Viptela	1.5
SD-WAN with Meraki	1.6
CenturyLink Ethernet Service	1.7
Dark Fiber	1.8
Data Bundle / Managed Data Bundle	1.9
SERVICE CATEGORY 2 - Dedicated Internet Access	
Access	2.0
Dedicated Internet Access	2.1
Adaptive Network Security (ANS)	2.2
DDoS	2.3
Managed Firewall	2.4
SERVICE CATEGORY 3 - Broadband	
Enterprise Broadband Access Service	3.1
SERVICE CATEGORY 4 - Managed Wi-Fi	
Managed Enterprise with Cisco Meraki	4.1
Tailored Experience Managed Network Services	4.2
SERVICE CATEGORY 5 - PSTN Voice	
ILEC POTS, PRI	5.1
SERVICE CATEGORY 6 - Unified Communications	
Cisco Hosted Collaboration Solution (HCS)	6.1
CenturyLink Engage	6.2-6.2.1
Hosted VoIP	6.3
WebEx Calling	6.4
Web Ex Meetings	6.5
Voice Complete	6.6
Customer Premises Equipment (CPE)	6.7

Managed Enterprise with Cisco Meraki

Pricing as of 4.28.20

		All Inclusive (Device + Mgmt.)		Management Only
		3 year		3 year
		MRC		MRC
Network Switches				
	MS120-8FP	\$66.00		\$20.00
	MS120-24P	\$106.00		\$20.00
	MS120-48LP	\$136.00		\$20.00
	MS120-48FP	\$163.00		\$20.00
	MS210-24P	\$148.00		\$28.50
	MS210-48FP	\$224.00		\$28.50
	MS225-24P	\$166.00		\$28.50
	MS225-48FP	\$242.00		\$37.50
	MS250-24P	\$212.00		\$37.50
	MS250-48FP	\$313.00		\$45.50
	MS350-24P	\$220.00		\$45.50
	MS350-48FP	\$350.00		\$45.50
	MS355-24X	\$345.00		\$45.50
	MS355-24X2	\$450.00		\$45.50
	MS355-48X	\$530.00		\$45.50
	MS355-48X2	\$575.00		\$45.50
	MS390-24	\$211.00		\$45.50
	MS390-24P	\$235.00		\$45.50
	MS390-24U	\$247.00		\$45.50
	MS390-24UX	\$415.00		\$45.50
	MS390-48	\$317.00		\$45.50
	MS390-48P	\$360.00		\$45.50
	MS390-48U	\$385.00		\$45.50
	MS390-48UX	\$435.00		\$45.50
	MS390-48UX2	\$425.00		\$45.50
	MS410-16	\$269.00		\$45.50
	MS410-32	\$430.00		\$45.50
	MS425-16	\$455.00		\$45.50
	MS425-32	\$680.00		\$45.50
	MS450-12	\$645.00		\$45.50

Managed Enterprise with Cisco Meraki

Pricing as of 4.28.20

		All Inclusive (Device + Mgmt.)		Management Only
		3 year		3 year
		MRC		MRC
MX Security Appliances				
	MX64 - Advanced Security	\$91.00		\$37.50
	MX64 - High Avail./Warm Spare	\$64.00		\$37.50
	MX64W - Advanced Security	\$101.00		\$37.50
	MX64W - High Avail./Warm Spare	\$72.00		\$37.50
	MX67 - Advanced Security	\$101.00		\$45.50
	MX67 - High Avail./Warm Spare	\$71.00		\$45.50
	MX67W - Advanced Security	\$111.00		\$45.50
	MX67W - High Avail./Warm Spare	\$78.00		\$45.50
	MX67C - Advanced Security	\$125.00		\$45.50
	MX67C - High Avail./Warm Spare	\$85.00		\$45.50
	MX68 - Advanced Security	\$111.00		\$45.50
	MX68 - High Avail./Warm Spare	\$78.00		\$45.50
	MX68W - Advanced Security	\$125.00		\$45.50
	MX68W - High Avail./Warm Spare	\$85.00		\$45.50
	MX68CW - Advanced Security	\$144.00		\$45.50
	MX68CW - High Avail./Warm Spare	\$97.00		\$45.50
	MX84 - Advanced Security	\$197.00		\$45.50
	MX84 - High Avail./Warm Spare	\$106.00		\$45.50
	MX100 - Advanced Security	\$410.00		\$54.50
	MX100 - High Avail./Warm Spare	\$178.00		\$54.50
	MX250 - Advanced Security	\$755.00		\$63.00
	MX250 - High Avail./Warm Spare	\$295.00		\$63.00
	MX450 - Advanced Security	\$1,450.00		\$71.50
	MX450 - High Avail./Warm Spare	\$520.00		\$71.50
	Meraki Insight License - Small (MX6x)	\$19.00		\$0.00
	Meraki Insight License - Medium (MX84/100)	\$46.00		\$0.00
	Meraki Insight License - Large (MX250)	\$227.00		\$0.00
	Meraki Insight License - X-Large (MX450)	\$455.00		\$0.00
	vMX100 License and Support	\$114.00		\$0.00

Managed Enterprise with Cisco Meraki

Pricing as of 4.28.20

		All Inclusive (Device + Mgmt.)		Management Only
		3 year		3 year
		MRC		MRC
	MG21 - Enterprise	\$65.00		\$20.00
	MG21E - Enterprise	\$67.00		\$20.00
MR Wireless Access Points				
	MR20	\$36.00		\$9.50
	MR30H (incl. PoE Injector)	\$45.00		\$9.50
	MR33	\$39.00		\$9.50
	MR33-Biz Wi-Fi (Self Install)	\$28.00		\$9.50
	MR42	\$54.00		\$9.50
	MR45	\$63.00		\$9.50
	MR52	\$60.00		\$9.50
	MR53	\$68.00		\$9.50
	MR53E	\$68.00		\$9.50
	MR55	\$72.00		\$9.50
	MR70	\$57.00		\$9.50
	MR74 Outdoor	\$70.00		\$9.50
	MR84 Outdoor	\$92.00		\$9.50
	Z3 Cloud Mgd. Teleworker Gtwy.	\$49.00		\$20.00
	Z3C Teleworker Gtwy.	\$69.00		\$28.50
MV Security Cameras				
	MV12N	\$61.00		\$7.00
	MV12W	\$61.00		\$7.00
	MV22	\$68.00		\$7.00
	MV32	\$68.00		\$7.00
	MV72	\$80.00		\$7.00
Other Equipment/Services				
	SFP - 10G Base LR Single-Mode	\$81.00		
	SFP - 10G Base LRM Multi-Mode	\$21.00		
	SFP - 10G Base SR Multi-Mode	\$21.00		

Managed Enterprise with Cisco Meraki

Pricing as of 4.28.20

		All Inclusive (Device + Mgmt.)		Management Only
		3 year		3 year
		MRC		MRC
	SFP - 1000Base LX10 Single-Mode	\$21.00		
	SFP - 1000Base SX Multi-Mode	\$10.50		
	SFP - 1 GbE Copper Module	\$8.50		
	10 GbE Twinax Cable with SFP+ Modules, 1 Meter	\$3.00		
	10 GbE Twinax Cable with SFP+ Modules, 3 Meter	\$4.00		
	40GbE QSFP Cable, 0.5 Meter	\$3.00		
	40GbE QSFP Cable, 1 Meter	\$5.00		
	40GbE QSFP Cable, 3 Meter	\$7.50		
	MR 802.3at PoE Injector	\$4.00		
	Dual-band Omni Antennas	\$5.00		
	2.4GHz Sector Antenna	\$8.50		
	5GHz Sector Antenna	\$8.50		
	Dual Band Patch Antenna	\$8.50		
	Dual Band Sector Antenna	\$8.50		
	Indoor Dual-band Omni Antenna	\$1.00		
	Indoor Dual-band Omni Antenna, 6-port	\$10.50		
	Indoor Dual-band Downtilt Omni Antenna, 6-port	\$10.50		
	Indoor Dual-band Wide Patch Antenna, 6-port	\$13.00		
	Indoor Dual-band Narrow Patch Antenna, 6-port	\$30.00		
	Systems Manager (Priced per end user device (tablet, laptop, iPhone etc)	\$1.80		

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Individual Case Basis (ICB) Pricing - Tailored Experience pricing is subject to a detailed scoping exercise that would have to be defined on a project by project basis. See Product Description and Service Exhibit for detail of services available. Primary vendor products that are supported are Cisco, Meraki, Aruba, Fortinet, Palo Alto, CheckPoint, Juniper, Adtran and F5. Additional vendor equipment can be supported following a review process. Engage your CenturyLink Sales Rep to develop a scope of work and present pricing.

Information required to provide a quote:

Device make/model

Device support contract end date (if existing)

Installation required?

Contract Term

Is Dedicated Staff On-Site required?

Is a Dedicated NOC required?

Is eBonding with your ticketing system required?

PCI Compliance required?

On-Site support required?

Full Help Desk required?

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

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CenturyLink Ethernet Service	1.7
Dark Fiber	1.8
Data Bundle / Managed Data Bundle	1.9
SERVICE CATEGORY 2 - Dedicated Internet Access	
Access	2.0
Dedicated Internet Access	2.1
Adaptive Network Security (ANS)	2.2
DDoS	2.3
Managed Firewall	2.4
SERVICE CATEGORY 3 - Broadband	
Enterprise Broadband Access Service	3.1
SERVICE CATEGORY 4 - Managed Wi-Fi	
Managed Enterprise with Cisco Meraki	4.1
Tailored Experience Managed Network Services	4.2
SERVICE CATEGORY 5 - PSTN Voice	
ILEC POTS, PRI	5.1
SERVICE CATEGORY 6 - Unified Communications	
Cisco Hosted Collaboration Solution (HCS)	6.1
CenturyLink Engage	6.2-6.2.1
Hosted VoIP	6.3
WebEx Calling	6.4
Web Ex Meetings	6.5
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Customer Premises Equipment (CPE)	6.7

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Basic Local Exchange - Business One-Party Line

Exchange	Monthly Rate
Hinesville	\$18.30
Midway	\$18.30
Richmond Hill	\$29.75

Primary Rate Interface (PRI) Bundle*

	Monthly Rate		
	24 Month	36 Month	Install NRC
PRI	\$680	\$660	\$250

* Consists of 2 Way Primary Rate Interface and 24 Primary Rate Channels, up to 100 Direct Inward Dial (DID) Numbers-in blocks of 20, ISDN PRI Business Standard Features, and Caller ID with Name and Number

	Monthly Rate	Install charge
	DID	\$ 5.00
Additional Group of 10 DID Numbers		

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

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SD-WAN with Viptela	1.5
SD-WAN with Meraki	1.6
CenturyLink Ethernet Service	1.7
Dark Fiber	1.8
Data Bundle / Managed Data Bundle	1.9
SERVICE CATEGORY 2 - Dedicated Internet Access	
Access	2.0
Dedicated Internet Access	2.1
Adaptive Network Security (ANS)	2.2
DDoS	2.3
Managed Firewall	2.4
SERVICE CATEGORY 3 - Broadband	
Enterprise Broadband Access Service	3.1
SERVICE CATEGORY 4 - Managed Wi-Fi	
Managed Enterprise with Cisco Meraki	4.1
Tailored Experience Managed Network Services	4.2
SERVICE CATEGORY 5 - PSTN Voice	
ILEC POTS, PRI	5.1
SERVICE CATEGORY 6 - Unified Communications	
Cisco Hosted Collaboration Solution (HCS)	6.1
CenturyLink Engage	6.2-6.2.1

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Unified Communications - HCS*

(Requires a minimum quantity of 250)

Description	Buy Rate	Notes
HCS EA Cloud Calling Tier 1 (250-1999 KW's)	\$16.43	MRC
HCS EA Cloud Calling Tier 1 (2000-9999 KW's)	\$15.21	MRC
HCS EA Cloud Calling Tier (10000+ KW's)	\$16.43	MRC
HCS NU Cloud Calling	\$16.02	MRC
HCS EA Cloud Calling Tier 1 with EA Cloud Meetings (250-1999 KW's)	\$14.40	MRC
HCS EA Cloud Calling Tier 2 with EA Cloud Meetings (2000-9999 KW's)	\$12.98	MRC
HCS EA Cloud Calling Tier 3 with EA Cloud Meetings (10000+ KW's)	\$12.17	MRC
HCS NU Cloud Calling with EA Cloud Meetings	\$14.60	MRC
HCS EA Cloud Calling Tier 1 with AU Cloud Meetings (250-1999 KW's)	\$15.01	MRC
HCS EA Cloud Calling Tier 2 with AU Cloud Meetings (2000-9999 KW's)	\$13.79	MRC
HCS EA Cloud Calling Tier 3 with AU Cloud Meetings (10000+ KW's)	\$13.18	MRC
HCS NU Cloud Calling purchased with AU Cloud Meetings	\$14.60	MRC
HCS EA Cloud Calling Common Area Add-on	\$7.30	MRC
HCS NU Cloud Calling Common Area Add-on	\$7.30	MRC
HCS NU Emergency Responder Add-on	\$0.61	MRC
HCS NU Expressway RMS Add-on	\$15.82	MRC
HCS NU Session Manager Add-on	\$1.22	MRC
Cisco Flx OP UCCS Cloud	\$48.67	per unit, per month
Cisco Flx OP UCCX Std Cloud	\$36.50	per unit, per month

*This pricing includes licensing only. Customer premise hardware such as SBC's, gateways and IP phones can be provided by the customer or purchased on this contract using CPE discounts. Note that HCS is a standalone service and to best identify what hardware may be required, work with your Account Rep to determine the best approach for providing the appropriate CPE as a managed service under this contract.



**Engage Pricing
1-20 seats**

	1 Year Term	2 Year Term	3 Year Term
Calling Seat	\$21.00	\$20.50	\$20.00
Team Seat (calling plus Team collaboration)	\$26.00	\$25.50	\$25.00
Call Center Agent	\$40.00	\$39.50	\$39.00
Call Center Supervisor	\$45.00	\$44.50	\$44.00

Unlimited local and domestic long distance
Soft clients for desktop, tablet, mobile included
59+ features included
One auto attendant included at each site

**Engage Pricing
21-99 seats**

	1 Year Term	2 Year Term	3 Year Term
Calling Seat	\$20.50	\$20.00	\$19.50
Team Seat (calling plus Team collaboration)	\$25.50	\$25.00	\$24.50
Call Center Agent	\$39.50	\$39.00	\$38.50
Call Center Supervisor	\$44.50	\$44.00	\$43.50

Unlimited local and domestic long distance
Soft clients for desktop, tablet, mobile included
59+ features included
One auto attendant included at each site

**Engage Pricing
100-499 seats**

	1 Year Term	2 Year Term	3 Year Term
Calling Seat	\$20.00	\$19.50	\$19.00
Team Seat (calling plus Team collaboration)	\$25.00	\$24.50	\$24.00
Call Center Agent	\$39.00	\$38.50	\$38.00
Call Center Supervisor	\$44.00	\$43.50	\$43.00

Unlimited local and domestic long distance
Soft clients for desktop, tablet, mobile included
59+ features included
One auto attendant included at each site

**Engage Pricing
500+ seats**

	1 Year Term	2 Year Term	3 Year Term
Calling Seat	\$19.50	\$19.00	\$18.50
Team Seat (calling plus Team collaboration)	\$24.50	\$24.00	\$23.50
Call Center Agent	\$38.50	\$38.00	\$37.50
Call Center Supervisor	\$43.50	\$43.00	\$42.50

Unlimited local and domestic long distance
Soft clients for desktop, tablet, mobile included
59+ features included
One auto attendant included at each site

**Optional Hardware Purchase
pricing examples**

	1 Year Term	2 Year Term	3 Year Term
Cisco 7821 IP phone- monthly	\$13.00	\$6.50	\$4.50
Cisco 7821 IP phone- one time purchase	\$120.00	\$120.00	\$120.00
Cisco 8811 IP phone- monthly	\$23.75	\$11.75	\$8.00
Cisco 8811 IP phone- one time purchase	\$220.00	\$220.00	\$220.00
Poly VVX 411 IP phone- monthly	\$25.00	\$12.50	\$8.25
Poly VVX 411 IP phone- one time purchase	\$231.00	\$231.00	\$231.00

*Available for purchase are Cisco 7800 & 8800,
Polycom VVX and Trio models
* Monthly or one time purchase options
available
* Bring your own device supported for specific
IP phones (list available)
*Shipping and installation charges may apply

Standard Package Features

Calling Features

Alternate Numbers w/ Distinctive Ring
Analog Hotline

Anonymous Call Rejection
Barge-In Exempt
Business Continuity (CFNR)
Busy Lamp Monitoring
Call Forward Always
Call Forward Busy
Call Forward No Answer
Call Forwarding Selective
Call History
Call Hold & Resume
Call Logs w/ Click to Dial
Call Notify
Call Redial
Call Return
Call Transfer - Attended
Call Transfer - Blind
Call Waiting for up to 4 Calls
Call Waiting ID
Directed Call Pick-up
Directed Call Pick-up with Barge-in
Do Not Disturb
Enterprise Phone Directory
Executive & Executive Assistant
Extension Dialing, Variable Length
Feature Access Codes (FAC)
Inbound Caller ID (Name & Number)
Inbound Fax to email
Main Number outbound Caller ID
Mobility with mobile app (client)
My Phone Next User Portal
N-Way Calling (6)
Office Anywhere
Outbound Caller ID Blocking
Personal Phone Directory
Priority Alert
Privacy
Push-to-Talk
Remote Office
Selective Call Acceptance
Selective Call Rejection
Sequential Ring
Series Completion
Shared Call Appearance
Simultaneous Ring
Speed Dial
T.38 Fax Support
Three-Way Calling
Unified Messaging
User Web Portals
Video (Point to Point)
Visual Voicemail
Voice Mail

Additional Features (All Term Options)

Auto Attendant	\$7.50
Voice Mail Box	\$6.50
CRM Connect	\$5.00
Directory Listing	\$5.00
Group Paging	\$1.00
Hunt Group	\$1.00
Meet Me Bridge	\$5.00
Meet Me Conference	\$5.00
Receptionist Client	\$8.50
Call Queue	\$8.50
Telephone # (addn'l)	\$1.00

Collaboration Features

Contact Management Tools
Desktop Sharing

Desktop Sharing (group)
File sharing
Instant Messaging (1:1)
Instant Messaging (group)
Instant Messaging History
MyRoom Collaboration
My Room - Audio and Video Conferencing
MyRoom - Guest Client Access
MyRoom - Moderator Controls
My Room - Participant Sharing
MyRoom - Group Chat History
Outlook Calendar Integration
Rich Presence

Included Site Features

Auto Attendant (1 per location is included; additional can be purchased)
Call Park and Call Retrieve
Call Queue (1 per location is included; additional can be purchased)
Calling Plan Management
Custom Presentation Number
Group Call Park / Pickup
Internal Calling Line ID Delivery
Location Codes
Music on Hold
Office Anywhere Portal
VLAN Tagging Support
Voice Portal



ENGAGE INTERNATIONAL PRICING

COUNTRY	LANDLINE	MOBILE
Afghanistan	\$0.300	\$0.380
Albania	\$0.240	\$0.600
Algeria	\$0.100	\$0.680
Andorra	\$0.180	\$0.350
Angola	\$0.100	\$0.260
Anguilla	\$0.400	\$0.420
Antarctica	\$2.600	\$2.600
Antigua and Barbuda	\$0.300	\$0.300
Argentina	\$0.033	\$0.220
Armenia	\$0.380	\$0.380
Aruba	\$0.150	\$0.330
Ascension Island	\$1.750	\$1.750
Australia	\$0.030	\$0.100
Austria	\$0.088	\$0.250
Azerbaijan	\$0.500	\$0.500
Bahamas	\$0.160	\$0.200
Bahrain	\$0.220	\$0.220
Bangladesh	\$0.060	\$0.060
Barbados	\$0.220	\$0.320
Belarus	\$0.450	\$0.450
Belgium	\$0.070	\$0.290
Belize	\$0.310	\$0.310
Benin	\$0.420	\$0.420
Bermuda	\$0.070	\$0.070
Bhutan	\$0.100	\$0.100
Bolivia	\$0.200	\$0.200
Bosnia and Herzegovina	\$0.200	\$0.722
Botswana	\$0.200	\$0.280
Brazil	\$0.050	\$0.120
Brunei	\$0.060	\$0.060
Bulgaria	\$0.100	\$0.400
Burkina Faso	\$0.450	\$0.450
Burundi	\$0.822	\$0.822
Cambodia	\$0.100	\$0.100
Cameroon	\$0.250	\$0.388
CANADA INCLUDED INCLUDED		
Cape Verde	\$0.339	\$0.466
Cayman Islands	\$0.200	\$0.250
Central African Republic	\$0.650	\$0.750
Chad	\$0.850	\$0.850
Chile	\$0.100	\$0.100
China	\$0.030	\$0.030



ENGAGE INTERNATIONAL PRICING

COUNTRY	LANDLINE	MOBILE
Colombia	\$0.050	\$0.050
Comoros	\$0.650	\$0.650
Congo	\$0.650	\$0.650
Congo Democratic Republic	\$0.580	\$0.580
Cook Islands	\$1.850	\$1.850
Costa Rica	\$0.400	\$0.090
Croatia	\$0.220	\$0.380
Cuba	\$0.850	\$0.850
Cyprus	\$0.060	\$0.100
Czech Republic	\$0.050	\$0.150
Czech Republic	\$0.050	\$0.150
Denmark	\$0.025	\$0.050
Djibouti	\$0.550	\$0.550
Dominica	\$0.350	\$0.350
Dominican Republic	\$0.050	\$0.120
Ecuador	\$0.200	\$0.300
Egypt	\$0.150	\$0.150
El Salvador	\$0.280	\$0.280
Equatorial Guinea	\$0.700	\$0.700
Eritrea	\$0.400	\$0.400
Estonia	\$0.450	\$0.500
Ethiopia	\$0.400	\$0.400
Falkland Islands (Malvinas)	\$1.265	\$1.265
Faroe Islands	\$0.150	\$0.150
Fiji	\$0.450	\$0.450
Finland	\$0.390	\$0.390
France	\$0.020	\$0.100
French Guiana	\$0.150	\$0.200
French Polynesia	\$0.350	\$0.350
Gabon	\$0.550	\$0.550
Gambia	\$0.650	\$0.650
Georgia	\$0.300	\$0.500
Germany	\$0.042	\$0.042
Ghana	\$0.320	\$0.320
Gibraltar	\$0.070	\$0.250
Greece	\$0.040	\$0.150
Greenland	\$0.750	\$0.750
Grenada	\$0.320	\$0.320
Guadeloupe	\$0.050	\$0.150
Guam	\$0.050	\$0.050
Guatemala	\$0.180	\$0.180
Guinea	\$0.700	\$0.700



ENGAGE INTERNATIONAL PRICING

COUNTRY	LANDLINE	MOBILE
Guinea-Bissau	\$0.719	\$0.719
Guyana	\$0.400	\$0.400
Haiti	\$0.420	\$0.350
Honduras	\$0.200	\$0.206
Hong Kong	\$0.028	\$0.028
Hungary	\$0.075	\$0.090
Iceland	\$0.030	\$0.090
India	\$0.030	\$0.030
Indonesia	\$0.045	\$0.150
Iran	\$0.275	\$0.275
Iraq	\$0.250	\$0.250
Ireland	\$0.040	\$0.095
Israel	\$0.020	\$0.050
Italy	\$0.040	\$0.150
Ivory Coast	\$0.460	\$0.460
Jamaica	\$0.280	\$0.280
Japan	\$0.040	\$0.100
Jordan	\$0.300	\$0.320
Kazakhstan	\$0.180	\$0.180
Kenya	\$0.280	\$0.300
Kiribati	\$3.250	\$3.250
Kosovo	\$0.389	\$0.389
Kuwait	\$0.160	\$0.180
Kyrgyzstan	\$0.220	\$0.300
Laos	\$0.160	\$0.160
Latvia	\$0.650	\$0.900
Lebanon	\$0.197	\$0.260
Lesotho	\$0.470	\$0.470
Liberia	\$0.520	\$0.520
Libya	\$0.398	\$0.529
Liechtenstein	\$0.090	\$1.050
Lithuania	\$0.250	\$0.498
Luxembourg	\$0.215	\$0.265
Macao	\$0.157	\$0.157
Macedonia	\$0.243	\$0.550
Madagascar	\$0.820	\$0.820
Malawi	\$0.450	\$0.450
Malaysia	\$0.060	\$0.060
Maldives	\$1.200	\$1.200
Mali	\$0.399	\$0.538
Malta	\$0.680	\$0.295
Marshall Islands	\$0.435	\$0.435



ENGAGE INTERNATIONAL PRICING

COUNTRY	LANDLINE	MOBILE
Martinique	\$0.090	\$0.094
Mauritania	\$0.840	\$0.840
Mauritius	\$0.240	\$0.240
Mayotte	\$0.650	\$0.650
Mexico	\$0.012	\$0.012
Micronesia Federated States	\$0.849	\$0.849
Moldova	\$0.550	\$0.550
Monaco	\$0.150	\$0.391
Mongolia	\$0.200	\$0.200
Montenegro	\$0.425	\$0.475
Montserrat	\$0.350	\$0.350
Morocco	\$0.390	\$0.550
Mozambique	\$0.120	\$0.320
Myanmar	\$0.350	\$0.350
Namibia	\$0.185	\$0.185
Nauru	\$1.880	\$1.880
Nepal	\$0.195	\$0.250
Netherlands	\$0.080	\$0.260
Netherlands Antilles	\$0.209	\$0.180
New Caledonia	\$0.486	\$0.486
New Zealand	\$0.025	\$0.075
Nicaragua	\$0.220	\$0.280
Niger	\$0.590	\$0.590
Nigeria	\$0.170	\$0.200
Niue	\$2.850	\$2.850
Norfolk Island	\$2.080	\$2.080
North Korea	\$0.856	\$0.856
Northern Mariana Islands	\$0.072	\$0.072
Norway	\$0.020	\$0.050
Oman	\$0.280	\$0.370
Pakistan	\$0.056	\$0.056
Palau	\$0.400	\$0.400
Palestinian Territory	\$0.300	\$0.300
Panama	\$0.035	\$0.180
Papua New Guinea	\$1.420	\$1.420
Paraguay	\$0.070	\$0.200
Peru	\$0.020	\$0.050
Philippines	\$0.170	\$0.170
Poland	\$0.154	\$0.154
Portugal	\$0.032	\$0.154
Qatar	\$0.300	\$0.300
Reunion	\$0.135	\$0.395



ENGAGE INTERNATIONAL PRICING

COUNTRY	LANDLINE	MOBILE
Romania	\$0.020	\$0.030
Russia	\$0.120	\$0.245
Rwanda	\$0.424	\$0.424
Saint Helena	\$2.750	\$2.750
Saint Kitts and Nevis	\$0.300	\$0.300
Saint Lucia	\$0.280	\$0.280
Saint Pierre and Miquelon	\$0.420	\$0.420
Saint Vincent and the Grenadines	\$0.280	\$0.280
San Marino	\$0.250	\$0.500
Sao Tome and Principe	\$2.550	\$2.550
Saudi Arabia	\$0.127	\$0.215
Senegal	\$0.452	\$0.452
Serbia	\$0.389	\$0.389
Seychelles	\$1.198	\$1.198
Sierra Leone	\$0.690	\$0.690
Singapore	\$0.023	\$0.023
Sint Maarten	\$0.160	\$0.160
Slovakia	\$0.012	\$0.058
Slovenia	\$0.234	\$0.520
Solomon Islands	\$1.500	\$1.500
Somalia	\$0.750	\$0.750
South Africa	\$0.215	\$0.215
South Korea	\$0.030	\$0.031
South Sudan	\$0.700	\$0.700
Spain	\$0.025	\$0.070
Sri Lanka	\$0.220	\$0.220
Sudan	\$0.290	\$0.290
Suriname	\$0.315	\$0.335
Swaziland	\$0.250	\$0.250
Sweden	\$0.020	\$0.050
Switzerland	\$0.020	\$0.360
Syria	\$0.265	\$0.300
Taiwan	\$0.020	\$0.120
Tajikistan	\$0.180	\$0.180
Tanzania United Republic	\$0.429	\$0.429
Thailand	\$0.052	\$0.052
Timor-Leste	\$1.000	\$1.000
Togo	\$0.420	\$0.420
Tokelau	\$1.930	\$1.930
Tonga	\$1.250	\$1.250
Trinidad and Tobago	\$0.198	\$0.250
Tunisia	\$0.872	\$0.872



ENGAGE INTERNATIONAL PRICING

COUNTRY	LANDLINE	MOBILE
Turkey	\$0.051	\$0.219
Turkmenistan	\$0.193	\$0.193
Turks and Caicos Islands	\$0.250	\$0.350
Tuvalu	\$1.890	\$1.890
Uganda	\$0.382	\$0.382
Ukraine	\$0.295	\$0.295
United Arab Emirates	\$0.240	\$0.240
United Kingdom	\$0.020	\$0.060
Uruguay	\$0.080	\$0.270
Uzbekistan	\$0.115	\$0.115
Vanuatu	\$1.600	\$1.600
Vatican City	\$0.040	\$0.040
Venezuela	\$0.025	\$0.200
Vietnam	\$0.085	\$0.100
Vietnam	\$0.085	\$0.100
Virgin Islands British	\$0.233	\$0.260
Wallis and Futuna	\$1.769	\$1.769
Western Samoa	\$1.850	\$1.850
Yemen	\$0.207	\$0.207
Zambia	\$0.438	\$0.475
Zimbabwe	\$0.138	\$0.480

Hosted Voip

Hosted VoIP Seat Pricing Available Seat Types	Per Seat Monthly Recurring Charge	Per Seat Monthly Recurring Charge	Per Seat Monthly Recurring Charge	Per Seat Non- Recurring Charge
Two Year Term				
	1-200 Seats	201-500 Seats	501+ Seats	All Seats
Basic Seats	\$40.00	\$38.00	\$36.00	\$59.00
Analog Seats	\$41.00	\$39.00	\$37.00	\$59.00
Conference Seats	\$46.00	\$44.00	\$42.00	\$59.00
Standard Seats	\$41.00	\$39.00	\$37.00	\$59.00
Premium Seats	\$40.00	\$38.00	\$36.00	\$59.00
Receptionist Seats	\$59.00	\$57.00	\$55.00	\$59.00
Three Year Term				
	1-200 Seats	201-500 Seats	501+ Seats	All Seats
Basic Seats	\$38.00	\$36.00	\$34.00	\$59.00
Analog Seats	\$39.00	\$37.00	\$35.00	\$59.00
Conference Seats	\$44.00	\$42.00	\$40.00	\$59.00
Standard Seats	\$39.00	\$37.00	\$35.00	\$59.00
Premium Seats	\$38.00	\$36.00	\$34.00	\$59.00
Receptionist Seats	\$55.00	\$52.00	\$50.00	\$59.00

Virtual Seat Pricing

Seat Type	Seat MRC for Locations with 12 Month Initial Term			Seat NRC
	1 – 50 Seats	51 – 150 Seats	151 + Seats	
Virtual Seats	\$14.00	\$13.00	\$12.00	N/A

Seat Type	Seat MRC for Locations with 24 Month Initial Term			Seat NRC
	1 – 50 Seats	51 – 150 Seats	151 + Seats	
Virtual Seats	\$13.00	\$12.00	\$11.00	N/A

Seat Type	Seat MRC for Locations with 36 Month Initial Term			Seat NRC
	1 – 50 Seats	51 – 150 Seats	151 + Seats	
Virtual Seats	\$12.00	\$11.00	\$10.00	N/A

Hosted VoIP Additional Charges.		
Component	MRC/Rate	NRC
Hunt Groups (per Hunt Group)	\$4.95	\$10.00
Hosted VoIP Voicemail for Hunt Groups (per Hunt Group)	\$5.95	N/A
Auto Attendant (per Auto Attendant)	\$14.95	\$10.00
Anywhere TNs (per Anywhere TN)	\$21.95	\$10.00
Receptionist Web Console (per console)	\$49.00	N/A
Business Communicator (Soft Phone for PC with Windows or MAC, iOS or Android tablets or mobile devices) (per Business Communicator) – Voice and Video Calling only	\$2.95	N/A
Softphone:	\$0.00	\$49.95
Voice Mail Only Seat (per Voice Mail Only Seat) <i>911 calls cannot be made from a voice mail only seat</i>	\$5.95	N/A
Available TNs (new and ported) (per Available TN)	\$0.25	N/A
Basic business white page listing (MRC per listing) ²		

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

An available TN is an unallocated TN Customer retains in a pool for later use.	\$1.95	N/A
Directory Assistance (per call)	\$1.99	N/A
International Off-Net Calls (per minute)	Please see the Hosted VoIP International Off-Net Call Price List below.	
PAC/VPAC (per product account) ⁴	N/A	\$15.00
UPS Backup:	\$0.00	\$1,600.00

² Customer will be charged \$1.95 per month for each white page listing. Purchase of a white page listing will include a yellow page listing at no additional charge for Qwest Corporation, d/b/a CenturyLink QC In-Region/in-franchise locations only. "In-Region" means CenturyLink QC's 14-state local service territory.

³ CenturyLink will automatically include Extended Wiring on all new installation orders at the charge appearing in the pricing table. The charge applies to each circuit requiring Extended Wiring. (For example, if Customer orders a 2XDS1 circuit, the Extended Wiring charge will be 2 x \$276, or \$552.) CenturyLink will determine whether Extended Wiring is required at Customer premises at the time of installation. If not required, a supplemental order will be placed to remove this charge. If the Extended Wiring NRC was billed to Customer when no Extended Wiring was required, Customer will be entitled to a credit for the Extended Wiring NRC

⁴ Per product account means per CenturyLink IQ Networking port or primary host location.

Domestic Off-Net LD and Domestic Inbound 8XX Waiver and Per Minute Rate

The Hosted VoIP seats include buckets of outbound, domestic inter- and intra-state long distance. Minutes of usage (MOU) is waived per month; buckets range from 3,000 to 10,000 MOU based on number of seats purchased. Inbound, domestic toll-free 8XX MOU's are included in the waived LD MOU buckets for customers that purchase domestic, inbound 8XX Service from CenturyLink for use with the service product account/location.

Tier	Number of Seats under Product Account	MOU Waived/Month For That Product Account (total of both domestic outbound LD Off-Net and domestic inbound 8XX)	Domestic Off-Net LD and Domestic Inbound 8XX Per Minute Rate for Additional Minutes of Use
1	1 - 20 Seats	3,000	\$0.03
2	21 - 35 Seats	5,000	\$0.03
3	36 - 50 Seats	7,000	\$0.03
4	51 + Seats	10,000	\$0.03

Upgrade/MACD Options/On-Site Seat Install	Upgrade/MACD NRC
Non-Premise Dispatched – Remote Configuration Support – (i.e. – Changes to the switch configuration to support seat and telephone number adds/changes/deletions) and other configuration work, such as support for Customer moves – billable per hour	\$100.00 per hour
On-site installation of seats if Customer requests CenturyLink technician install seats when seats are subsequently added at a Customer location.	\$59.00 per seat

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Phone Upgrade Options												
Phone Upgrade Options	Basic	Standard	Premium	Admin	Receptionist	Conf. Room	Virtual	Analog	Contact Cntr (Basic/ Std./ Sup.)	Basic Cordless	Std. Cordless	Prem. Cordless
NO CPE	(\$6)	(\$8)	(\$8)	(\$12)	(\$14)	(\$12)	N/A	(\$4)	(\$8)	(\$8)	(\$6)	(\$6)
IP 335	\$0	\$0	\$0	N/A	N/A	N/A	N/A	N/A	\$0	N/A	N/A	N/A
IP 450	\$11	\$7	\$7	N/A	N/A	N/A	N/A	N/A	\$7	N/A	N/A	N/A
IP 550	\$13	\$9	\$9	N/A	N/A	N/A	N/A	N/A	\$9	N/A	N/A	N/A
IP 560	\$19	\$12	\$12	N/A	N/A	N/A	N/A	N/A	\$12	N/A	N/A	N/A
IP 650	\$19	\$12	\$12	N/A	N/A	N/A	N/A	N/A	\$12	N/A	N/A	N/A
IP 650 w/ 1 Sidecar	N/A	N/A	N/A	\$28	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
IP 650 w/ 2-3 Sidecars	N/A	N/A	N/A	N/A	\$61	N/A	N/A	N/A	N/A	N/A	N/A	N/A
IP 670	\$31	\$21	\$21	N/A	N/A	N/A	N/A	N/A	\$21	N/A	N/A	N/A
IP 670 w/ 1 Sidecar	N/A	N/A	N/A	\$38	\$38	N/A	N/A	N/A	N/A	N/A	N/A	N/A
IP 670 w/ 2-3 Sidecars	N/A	N/A	N/A	N/A	\$72	N/A	N/A	N/A	N/A	N/A	N/A	N/A
IP 5000	N/A	N/A	N/A	N/A	N/A	\$0	N/A	N/A	N/A	N/A	N/A	N/A
IP 6000	N/A	N/A	N/A	N/A	N/A	\$28	N/A	N/A	N/A	N/A	N/A	N/A
IP 7000	N/A	N/A	N/A	N/A	N/A	\$74	N/A	N/A	N/A	N/A	N/A	N/A
Trio 8300 Conference	N/A	N/A	N/A	N/A	N/A	\$17	N/A	N/A	N/A	N/A	N/A	N/A
Trio 8500 Conference	N/A	N/A	N/A	N/A	N/A	\$30	N/A	N/A	N/A	N/A	N/A	N/A
Trio 8800 Conference	N/A	N/A	N/A	N/A	N/A	\$76	N/A	N/A	N/A	N/A	N/A	N/A
VVX 150	(\$4)	(\$6)	(\$6)	N/A	N/A	N/A	N/A	N/A	(\$6)	N/A	N/A	N/A
VVX 250	\$0	\$0	\$0	N/A	N/A	N/A	N/A	N/A	\$0	N/A	N/A	N/A
VVX 250 w/ VVX D60	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$30	\$30	\$30
VVX 301	\$0	\$0	\$0	\$0	N/A	N/A	N/A	N/A	\$0	N/A	N/A	N/A
VVX 301 w/ 1 Sidecar	N/A	N/A	N/A	\$0	\$0	N/A	N/A	N/A	N/A	N/A	N/A	N/A
VVX 301 w/ 2 Sidecars	N/A	N/A	N/A	N/A	\$0	N/A	N/A	N/A	N/A	N/A	N/A	N/A
VVX 301 w/ VVX D60	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$30	\$30	\$30
VVX 311	\$0	\$0	\$0	\$0	N/A	N/A	N/A	N/A	\$0	N/A	N/A	N/A
VVX 311 w/ 1 Sidecar	N/A	N/A	N/A	\$0	\$0	N/A	N/A	N/A	N/A	N/A	N/A	N/A
VVX 311 w/ 2 Sidecars	N/A	N/A	N/A	N/A	\$0	N/A	N/A	N/A	N/A	N/A	N/A	N/A
VVX 311 w/ VVX D60	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$30	\$30	\$30
VVX 350	\$0	\$0	\$0	\$0	N/A	N/A	N/A	N/A	\$0	N/A	N/A	N/A
VVX 350 w/ VVX D60	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$30	\$30	\$30
VVX 401	\$7	\$3	\$3	\$0	N/A	N/A	N/A	N/A	\$3	N/A	N/A	N/A
VVX 401 w/ 1 Sidecar	N/A	N/A	N/A	\$12	\$12	N/A	N/A	N/A	N/A	N/A	N/A	N/A
VVX 401 w/ 2 Sidecars	N/A	N/A	N/A	N/A	\$21	N/A	N/A	N/A	N/A	N/A	N/A	N/A
VVX 401 w/ VVX D60	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$32	\$32	\$32
VVX 411	\$11	\$7	\$7	\$0	N/A	N/A	N/A	N/A	\$7	N/A	N/A	N/A
VVX 411 w/ 1 Sidecar	N/A	N/A	N/A	\$18	\$18	N/A	N/A	N/A	N/A	N/A	N/A	N/A
VVX 411 w/ 2 Sidecars	N/A	N/A	N/A	N/A	\$30	N/A	N/A	N/A	N/A	N/A	N/A	N/A
VVX 411 w/ VVX D60	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$35	\$35	\$35
VVX 450	\$7	\$3	\$3	\$0	N/A	N/A	N/A	N/A	\$3	N/A	N/A	N/A
VVX 450 w/ 1 VVX EM50	N/A	N/A	N/A	\$15	\$15	N/A	N/A	N/A	N/A	N/A	N/A	N/A
VVX 450 w/ 2 VVX EM50	N/A	N/A	N/A	N/A	\$24	N/A	N/A	N/A	N/A	N/A	N/A	N/A
VVX 450 w/ VVX D60	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$32	\$32	\$32
VVX 501	\$13	\$8	\$8	\$0	N/A	N/A	N/A	N/A	\$10	N/A	N/A	N/A
VVX 501 w/ Camera	\$28	\$24	\$24	N/A	N/A	N/A	N/A	N/A	\$28	N/A	N/A	N/A
VVX 501 w/ 1 Sidecar	N/A	N/A	N/A	\$22	\$22	N/A	N/A	N/A	N/A	N/A	N/A	N/A
VVX 501 w/ 1 Sidecar + Camera	N/A	N/A	N/A	\$38	\$38	N/A	N/A	N/A	N/A	N/A	N/A	N/A

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Unified Communications - Webex Calling*

Additional Detail	Product ID/SKU *Some SKUs (A-SPK and A-WX) are end of sale and new SKUs	Chargeable Item	Description	Price	Notes
Cisco Flex Named User	A-FLEX-ADD-DEVREG	X776, X777	Cloud Device Registration	\$20.48	per unit, per month
Active User Meeting Purchased with Enterprise Agreement	A-FLEX-AUCM1-EAL	X626, X627	AU Cloud Meetings Tier 1 purchased with EA Calling (40-1,999 AUs)	\$21.52	per license, per month
Active User Meeting Purchased with Named User	A-FLEX-AUCM1-NUL	X638, X639	AU Cloud Meetings Tier 1 purchased with NU Calling (40-1,999 AUs)	\$23.60	per license, per month
Active User Meeting Purchased with Enterprise Agreement	A-FLEX-AUCM2-EAL	X628, X629	AU Cloud Meetings Tier 2 purchased with EA Calling (2,000-9,999 AUs)	\$20.65	per license, per month
Active User Meeting Purchased with Named User	A-FLEX-AUCM2-NUL	X640, X641	AU Cloud Meetings Tier 2 purchased with NU Calling (2,000-9,999 AUs)	\$22.73	per license, per month
Active User Meeting Purchased with Enterprise Agreement	A-FLEX-AUCM3-EAL	X630, X631	AU Cloud Meetings Tier 3 purchased with EA Calling (10,000+ AUs)	\$19.96	per license, per month
Active User Meeting Purchased with Named User	A-FLEX-AUCM3-NUL	X642, X643	AU Cloud Meetings Tier 3 purchased with NU Calling (10,000+ AUs)	\$21.86	per license, per month
Active User Meeting Purchased with Enterprise Agreement	A-FLEX-AUPM1-EAL	X632, X633	AU On-Premises Meetings Tier 1 purchased with EA Calling (40-1,999 AUs)	\$20.32	per license, per month
Active User Meeting Purchased with Named User	A-FLEX-AUPM1-NUL	X644, X645	AU On-Premises Meetings Tier 1 purchased with NU Calling (40-1,999 AUs)	\$22.29	per license, per month
Active User Meeting Purchased with Enterprise Agreement	A-FLEX-AUPM2-EAL	X634, X635	AU On-Premises Meetings Tier 2 purchased with EA Calling (2,000-9,999 AUs)	\$19.50	per license, per month

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Unified Communications - Webex Calling*

Additional Detail	Product ID/SKU *Some SKUs (A-SPK and A-WX) are end of sale and new SKUs	Chargeable Item	Description	Price	Notes
Active User Meeting Purchased with Named User	A-FLEX-AUPM2-NUL	X646, X647	AU On-Premises Meetings Tier 2 purchased with NU Calling (2,000-9,999 AUs)	\$21.47	per license, per month
Active User Meeting Purchased with Enterprise Agreement	A-FLEX-AUPM3-EAL	X636, X637	AU On-Premises Meetings Tier 3 purchased with EA Calling (10,000+ AUs)	\$18.85	per license, per month
Active User Meeting Purchased with Named User	A-FLEX-AUPM3-NUL	X648, X649	AU On-Premises Meetings Tier 3 purchased with NU Calling (10,000+ AUs)	\$20.65	per license, per month
Calling Enterprise Agreement purchased with Meeting Active User	A-FLEX-EAB1-AUM	X796, X797	Cisco Flx EA BCC T1 w AU	\$12.84	per unit, per month
Calling Enterprise Agreement purchased with Meeting Active User	A-FLEX-EAB2-AUM	X798, X799	Cisco Flx EA BCC T2 w AU	\$11.80	per unit, per month
Calling Enterprise Agreement purchased with Meeting Active User	A-FLEX-EAB3-AUM	X800, X801	Cisco Flx EA BCC T3 w AU	\$11.28	per unit, per month
Calling Enterprise Agreement	A-FLEX-EABL1	X780, X781	Cisco Flx EA BCC T1	\$14.06	per unit, per month
Calling Enterprise Agreement purchased with Meetings Enterprise Agreement	A-FLEX-EABL1-EAM	X788, X789	Cisco Flx EA BCC T1 w EA	\$11.97	per unit, per month
Calling Enterprise Agreement purchased with Meetings Enterprise Agreement	A-FLEX-EABL2-EAM	X790, X791	Cisco Flx EA BCC T2 w EA	\$11.11	per unit, per month
Calling Enterprise Agreement purchased with Meetings Enterprise Agreement	A-FLEX-EABL3-EAM	X792, X793	Cisco Flx EA BCC T3 w EA	\$10.41	per unit, per month
Enterprise Agreement Meeting Purchased with Enterprise Agreement	A-FLEX-EACM1-EAL	X602, X603	EA Cloud Meetings Tier 1 purchased with EA Calling (250-1,999 KWs)	\$9.20	per license, per month

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Unified Communications - Webex Calling*

Additional Detail	Product ID/SKU *Some SKUs (A-SPK and A-WX) are end of sale and new SKUs	Chargeable Item	Description	Price	Notes
Enterprise Agreement Meeting Purchased with Named User	A-FLEX-EACM1-NUL	X614, X615	EA Cloud Meetings Tier 1 purchased with NU Calling (250-1,999 KWs)	\$10.76	per license, per month
Enterprise Agreement Meeting Purchased with Enterprise Agreement	A-FLEX-EACM2-EAL	X604, X605	EA Cloud Meetings Tier 2 purchased with EA Calling (2,000-9,999 KWs)	\$8.33	per license, per month
Enterprise Agreement Meeting Purchased with Named User	A-FLEX-EACM2-NUL	X616, X617	EA Cloud Meetings Tier 2 purchased with NU Calling (2,000-9,999 KWs)	\$9.89	per license, per month
Enterprise Agreement Meeting Purchased with Enterprise Agreement	A-FLEX-EACM3-EAL	X606, X607	EA Cloud Meetings Tier 3 purchased with EA Calling (10,000+ KWs)	\$8.16	per license, per month
Enterprise Agreement Meeting Purchased with Named User	A-FLEX-EACM3-NUL	X618, X619	EA Cloud Meetings Tier 3 purchased with NU Calling (10,000+ KWs)	\$9.54	per license, per month
Enterprise Agreement Calling	A-FLEX-EAHL1	X590, X591	EA Partner Hosted Calling Tier 1 (250+)	\$11.28	per license, per month
Enterprise Agreement Purchased with Active User	A-FLEX-EAHL1-AUM	X686, X687	EA Partner Hosted Calling Tier 1 purchased with AU Meetings (250-1,999 KWs)	\$12.84	per license, per month
Enterprise Agreement Calling purchased with Enterprise Agreement	A-FLEX-EAHL1-EAM	X662, X663	EA Partner Hosted Calling Tier 1 purchased with EA Meetings (250-1,999 KWs)	\$9.54	per license, per month
Enterprise Agreement Purchased with Active User	A-FLEX-EAHL2-AUM	X688, X689	EA Partner Hosted Calling Tier 2 purchased with AU Meetings (2,000-9,999 KWs)	\$9.54	per license, per month

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Unified Communications - Webex Calling*

Additional Detail	Product ID/SKU *Some SKUs (A-SPK and A-WX) are end of sale and new SKUs	Chargeable Item	Description	Price	Notes
Enterprise Agreement Calling purchased with Enterprise Agreement	A-FLEX-EAHL2-EAM	X664, X665	EA Partner Hosted Calling Tier 2 purchased with EA Meetings (2,000-9,999 KWs)	\$8.85	per license, per month
Enterprise Agreement Purchased with Active User	A-FLEX-EAHL3-AUM	X690, X691	EA Partner Hosted Calling Tier 3 purchased with AU Meetings (10,000+ KWs)	\$9.02	per license, per month
Enterprise Agreement Calling purchased with Enterprise Agreement	A-FLEX-EAHL3-EAM	X666, X667	EA Partner Hosted Calling Tier 3 purchased with EA Meetings (10,000+ KWs)	\$8.33	per license, per month
Enterprise Agreement Calling	A-FLEX-EAPL1	X584, X585	EA On-Premises Calling Tier 1 (250-1,999 KWs)	\$10.65	per license, per month
Enterprise Agreement Purchased with Active User	A-FLEX-EAPL1-AUM	X680, X681	EA On-Premises Calling Tier 1 purchased with AU Meetings (250-1,999 KWs)	\$9.67	per license, per month
Enterprise Agreement Calling purchased with Enterprise Agreement	A-FLEX-EAPL1-EAM	X656, X657	EA On-Premises Calling Tier 1 purchased with EA Meetings (250-1,999 KWs)	\$9.01	per license, per month
Enterprise Agreement Calling	A-FLEX-EAPL2	X586, X587	EA On-Premises Calling Tier 2 (2,000-9,999 KWs)	\$9.83	per license, per month
Enterprise Agreement Purchased with Active User	A-FLEX-EAPL2-AUM	X682, X683	EA On-Premises Calling Tier 2 purchased with AU Meetings (2,000-9,999 KWs)	\$9.01	per license, per month
Enterprise Agreement Calling purchased with Enterprise Agreement	A-FLEX-EAPL2-EAM	X658, X659	EA On-Premises Calling Tier 2 purchased with EA Meetings (2,000-9,999 KWs)	\$8.36	per license, per month
Enterprise Agreement Calling	A-FLEX-EAPL3	X588, X589	EA On-Premises Calling Tier 3 (10,000+ KWs)	\$9.34	per license, per month

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Unified Communications - Webex Calling*

Additional Detail	Product ID/SKU *Some SKUs (A-SPK and A-WX) are end of sale and new SKUs	Chargeable Item	Description	Price	Notes
Enterprise Agreement Purchased with Active User	A-FLEX-EAPL3-AUM	X684, X685	EA On-Premises Calling Tier 3 purchased with AU Meetings (10,000+ KWs)	\$8.52	per license, per month
Enterprise Agreement Calling purchased with Enterprise Agreement	A-FLEX-EAPL3-EAM	X660, X661	EA On-Premises Calling Tier 3 purchased with EA Meetings (10,000+ KWs)	\$7.87	per license, per month
Enterprise Agreement Meeting Purchased with Enterprise Agreement	A-FLEX-EAPM1-EAL	X608, X609	EA On-Premises Meetings Tier 1 purchased with EA Calling (250-1,999 KWs)	\$8.69	per license, per month
Enterprise Agreement Meeting Purchased with Named User	A-FLEX-EAPM1-NUL	X620, X621	EA On-Premises Meetings Tier 1 purchased with NU Calling (250-1,999 KWs)	\$10.16	per license, per month
Enterprise Agreement Meeting Purchased with Enterprise Agreement	A-FLEX-EAPM2-EAL	X610, X611	EA On-Premises Meetings Tier 2 purchased with EA Calling (2,000-9,999 KWs)	\$7.87	per license, per month
Enterprise Agreement Meeting Purchased with Named User	A-FLEX-EAPM2-NUL	X622, x623	EA On-Premises Meetings Tier 2 purchased with NU Calling (2,000-9,999 KWs)	\$9.34	per license, per month
Enterprise Agreement Meeting Purchased with Enterprise Agreement	A-FLEX-EAPM3-EAL	X612, X612	EA On-Premises Meetings Tier 3 purchased with EA Calling (10,000+ KWs)	\$7.70	per license, per month
Enterprise Agreement Meeting Purchased with Named User	A-FLEX-EAPM3-NUL	X624, X625	EA On-Premises Meetings Tier 3 purchased with NU Calling (10,000+ KWs)	\$9.01	per license, per month
Enterprise Agreement Calling	A-FLEX-EASL1	X578, X579	EA Cloud Calling Tier 1 (250-1,999 KWs)	\$11.28	per license, per month
Enterprise Agreement Purchased with Active User	A-FLEX-EASL1-AUM	X674, X675	EA Cloud Calling Tier 1 purchased with AU Meetings (250-1,999 KWs)	\$10.24	per license, per month

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Unified Communications - Webex Calling*

Additional Detail	Product ID/SKU *Some SKUs (A-SPK and A-WX) are end of sale and new SKUs	Chargeable Item	Description	Price	Notes
Enterprise Agreement Calling purchased with Enterprise Agreement	A-FLEX-EASL1-EAM	X650, X651	EA Cloud Calling Tier 1 purchased with EA Meetings (250-1,999 KWs)	\$9.54	per license, per month
Enterprise Agreement Calling	A-FLEX-EASL2	X580, X581	EA Cloud Calling Tier 2 (2,000-9,999 KWs)	\$10.41	per license, per month
Enterprise Agreement Purchased with Active User	A-FLEX-EASL2-AUM	X676, X677	EA Cloud Calling Tier 2 purchased with AU Meetings (2,000-9,999 KWs)	\$9.54	per license, per month
Enterprise Agreement Calling purchased with Enterprise Agreement	A-FLEX-EASL2-EAM	X652, X653	EA Cloud Calling Tier 2 purchased with EA Meetings (2,000-9,999 KWs)	\$8.85	per license, per month
Enterprise Agreement Calling	A-FLEX-EASL3	X582, X583	EA Cloud Calling Tier 3 (10,000+ KWs)	\$9.89	per license, per month
Enterprise Agreement Purchased with Active User	A-FLEX-EASL3-AUM	X678, X679	EA Cloud Calling Tier 3 purchased with AU Meetings (10,000+ KWs)	\$9.02	per license, per month
Enterprise Agreement Calling purchased with Enterprise Agreement	A-FLEX-EASL3-EAM	X654, X655	EA Cloud Calling Tier 3 purchased with EA Meetings (10,000+ KWs)	\$8.33	per license, per month
Add-Ons available for Calling Named User	A-FLEX-NU-B-COMMON	X810, X811	Cisco Flx NU BCC CA Add On	\$6.25	per unit, per month
Calling Named User	A-FLEX-NUBL1	X786, X787	Cisco Flx NU BBC	\$13.71	per unit, per month
Calling Named User purchased with Meetings Enterprise Agreement	A-FLEX-NUBL1-EAM	X794, X795	Cisco Flx NU BBC w EA	\$12.49	per unit, per month
Add-Ons available for Calling Named User	A-FLEX-NU-C-COMMON	X808, X809	Cisco Flx NU CC CA Add On	\$6.25	per unit, per month
Cisco Flex Named User	A-FLEX-NUCM-EE-EAL	X764, X765	NU Cloud Meetings - Meetings Suite purchased with EA Calling	\$33.49	per unit, per month

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Unified Communications - Webex Calling*

Additional Detail	Product ID/SKU *Some SKUs (A-SPK and A-WX) are end of sale and new SKUs	Chargeable Item	Description	Price	Notes
Cisco Flex Named User	A-FLEX-NUCM-MC-EAL	X762, X763	NU Cloud Meetings - Meetings purchased with EA Calling	\$20.48	per unit, per month
Cisco Flex Named User	A-FLEX-NU-CONT-MGT	X774, X775	NU Content Management	\$1.04	per unit, per month
Cisco Flex Named User	A-FLEX-NU-GLCB	X770, X771	NU Meetings Global Call Back Audio	\$20.82	per unit, per month
Add-Ons available for Calling Named User	A-FLEX-NU-H-COMMON	X806, X807	Cisco Flx NU HC CA Add On	\$6.25	per unit, per month
Named User Calling	A-FLEX-NUHL1	X600, X601	NU Partner Hosted Calling	\$13.71	per license, per month
Named User Purchased with Active User	A-FLEX-NUHL1-AUM	X696, X697	NU Partner Hosted Calling purchased with AU Meetings	\$12.49	per license, per month
Named User Purchased with Enterprise Agreement	A-FLEX-NUHL1-EAM	X672, X673	NU Partner Hosted Calling purchased with EA Meetings	\$12.49	per license, per month
Named User Calling	A-FLEX-NUPL1	X598, X599	NU On-Premises Calling	\$12.95	per license, per month
Named User Purchased with Active User	A-FLEX-NUPL1-AUM	X694, X695	NU On-Premises Calling purchased with AU Meetings	\$11.80	per license, per month
Named User Purchased with Enterprise Agreement	A-FLEX-NUPL1-EAM	X670, X671	NU On-Premises Calling purchased with EA Meetings	\$11.80	per license, per month
Cisco Flex Named User	A-FLEX-NUPM-EAL	X766, X767	NU On-Premises Meetings purchased with EA Calling	\$19.34	per unit, per month
Cisco Flex Named User	A-FLEX-NU-PRO-PACK	X772, X773	NU Pro Pack for Cisco Webex Control Hub	\$3.12	per unit, per month
Named User Calling	A-FLEX-NUSL1	X596, X597	NU Cloud Calling	\$13.71	per license, per month
Named User Purchased with Active User	A-FLEX-NUSL1-AUM	X692, X693	NU Cloud Calling purchased with AU Meetings	\$12.49	per license, per month
Named User Purchased with Enterprise Agreement	A-FLEX-NUSL1-EAM	X668, X669	NU Cloud Calling purchased with EA Meetings	\$12.49	per license, per month

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Unified Communications - Webex Calling*

Additional Detail	Product ID/SKU *Some SKUs (A-SPK and A-WX) are end of sale and new SKUs	Chargeable Item	Description	Price	Notes
Cisco Flex Named User	A-FLEX-NU-TPROOM	X778, X779	NU TelePresence Room	\$8.33	per unit, per month
Ports and add-ons	A-FLEX-PJIVR	X820, X821	Cisco Flx OP CVP IVR Port	\$13.88	per unit, per month
On-Premises Concurrent Agents	A-FLEX-PJXPC	X814, X815	Cisco Flx OP UCCS PremCA	\$41.65	per unit, per month
On-Premises Concurrent Agents	A-FLEX-PJXSC	X812, X813	Cisco Flx OP UCCX StdCA	\$31.24	per unit, per month

*This pricing includes licensing only. Any required hardware can be provided by the customer or purchased on this contract using the CPE discounts. Work with your Account Rep to determine the best approach for providing the appropriate CPE as a managed service under this contract.

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Unified Communications - Webex Meetings*

Additional Detail	Product ID/SKU *Some SKUs (A-SPK and A-WX) are end of sale and new SKUs predominantly begin with 'A-FLEX'	Chargeable Item	Description	Price	Notes
Enterprise Agreement Meeting	A-FLEX-EACM1	X490, X491	EA Cloud Meetings Tier 1 (250-1,999 KWs)	\$10.76	per license, per month
Cisco Flex Named User	A-FLEX-NUCM-MC	X750, X751	NU Cloud Meetings - Meetings	\$22.39	per unit, per month
Enterprise Agreement Meeting	A-FLEX-EACM2	X556, X557	EA Cloud Meetings Tier 2 (2,000-9,999 KWs)	\$9.89	per license, per month
Enterprise Agreement Meeting	A-FLEX-EACM3	X558, X559	EA Cloud Meetings Tier 3 (10,000+ KWs)	\$9.54	per license, per month
Enterprise Agreement Meeting	A-FLEX-EAPM1	X560, X561	EA On-Premises Meetings Tier 1 (250-1,999 KWs)	\$10.16	per license, per month
Enterprise Agreement Meeting	A-FLEX-EAPM2	X562, X563	EA On-Premises Meetings Tier 2 (2,000-9,999 KWs)	\$9.34	per license, per month
Enterprise Agreement Meeting	A-FLEX-EAPM3	X564, X565	EA On-Premises Meetings Tier 3 (10,000+ KWs)	\$9.01	per license, per month
Active User Meeting	A-FLEX-AUCM1	X566, X567	AU Cloud Meetings Tier 1 (40-1,999 AUs)	\$23.60	per license, per month
Active User Meeting	A-FLEX-AUCM2	X568, X569	AU Cloud Meetings Tier 2 (2,000-9,999 AUs)	\$22.73	per license, per month
Active User Meeting	A-FLEX-AUCM3	X570, X571	AU Cloud Meetings Tier 3 (10,000+ AUs)	\$21.86	per license, per month
Active User Meeting	A-FLEX-AUPM1	X572, X573	AU On-Premises Meetings Tier 1 (40-1,999 AUs)	\$22.29	per license, per month
Active User Meeting	A-FLEX-AUPM2	X574, X575	AU On-Premises Meetings Tier 2 (2,000-9,999 AUs)	\$21.47	per license, per month
Active User Meeting	A-FLEX-AUPM3	X576, X577	AU On-Premises Meetings Tier 3 (10,000+ AUs)	\$20.65	per license, per month
Cisco Flex Named User	A-FLEX-NUCM-EE	X752, X753	NU Cloud Meetings - Meetings Suite	\$36.79	per unit, per month
Cisco Flex Named User	A-FLEX-NUCM-EC	X754, X755	NU Cloud Meetings - Events	\$329.71	per unit, per month
Cisco Flex Named User	A-FLEX-NUCM-TC	X756, X757	NU Cloud Meetings - Training	\$346.36	per unit, per month
Cisco Flex Named User	A-FLEX-NUCM-SC	X758, X759	NU Cloud Meetings - Support	\$96.48	per unit, per month
Cisco Flex Named User	A-FLEX-NUPM	X760, X761	NU On-Premises Meetings	\$21.14	per unit, per month
Cloud Provisioning	A-FLEX-EC-3000	XB21	Webex Events 3,000 capacity	\$693.42	per license, per month

CenturyLink Audio Conferencing Transport Rates for WebEx

Country	Service Type	Transport Rate (Per Minute, Per Line)	Transport Rate (Per Minute, Per Line)	Transport Rate (Per Minute, Per Line)
		USD	USD	USD
North America*	Toll Free	\$0.0055	\$0.0055	\$0.0055
USA	Toll	\$0.0055	\$0.0055	\$0.0055
On-Net		\$0.0000	\$0.0000	\$0.0000
Albania	Toll Free	\$0.7500	\$0.7500	\$0.7500

Attachment A.6 Unified Communications - Pricing.xlsx

6.5 WebEx Meetings

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EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Angola	Toll Free	\$1.2549	\$1.2549	\$1.2549
Anguilla	Toll Free	\$0.3500	\$0.3500	\$0.3500
Antigua	Toll Free	\$0.3500	\$0.3500	\$0.3500
Argentina	Toll Free	\$0.0875	\$0.0875	\$0.0875
Argentina	Toll	\$0.0140	\$0.0140	\$0.0140
Australia	Toll	\$0.0180	\$0.0180	\$0.0180
Australia	Toll Free	\$0.0375	\$0.0375	\$0.0375
Austria	Toll	\$0.0325	\$0.0325	\$0.0325
Austria	Toll Free	\$0.0450	\$0.0450	\$0.0450
Austria	Mobile Toll Free	\$0.1350	\$0.1350	\$0.1350
Bahamas	Toll Free	\$0.2500	\$0.2500	\$0.2500
Bahrain	Toll Free	\$0.3000	\$0.3000	\$0.3000
Bangladesh	Toll Free	\$0.1900	\$0.1900	\$0.1900
Barbados	Toll Free	\$0.4000	\$0.4000	\$0.4000
Belarus	Toll Free	\$0.4000	\$0.4000	\$0.4000
Belgium	Toll Free	\$0.0275	\$0.0275	\$0.0275
Belgium	Mobile Toll Free	\$0.3300	\$0.3300	\$0.3300
Belgium	Toll	\$0.0150	\$0.0150	\$0.0150
Belize	Toll Free	\$0.3500	\$0.3500	\$0.3500
Benin	Toll	\$0.0850	\$0.0850	\$0.0850
Bermuda	Toll Free	\$0.1200	\$0.1200	\$0.1200
Bolivia	Toll Free	\$0.2000	\$0.2000	\$0.2000
Bosnia & Herzegovina	Toll Free	\$0.3000	\$0.3000	\$0.3000
Botswana	Toll Free	\$0.5900	\$0.5900	\$0.5900
Brazil	Toll Free	\$0.1200	\$0.1200	\$0.1200
Brazil	Mobile Toll Free	\$0.3100	\$0.3100	\$0.3100
Brazil	Toll	\$0.0225	\$0.0225	\$0.0225
British Virgin Islands	Toll Free	\$0.3500	\$0.3500	\$0.3500
Brunei	Toll Free	\$0.3400	\$0.3400	\$0.3400
Bulgaria	Toll	\$0.0175	\$0.0175	\$0.0175
Bulgaria*	Toll Free	\$0.2000	\$0.2000	\$0.2000
Cambodia	Toll Free	\$1.2500	\$1.2500	\$1.2500
Canada	Toll	\$0.0055	\$0.0055	\$0.0055
Cayman Islands	Toll Free	\$0.3300	\$0.3300	\$0.3300
Chile	Toll	\$0.0650	\$0.0650	\$0.0650
Chile	Toll Free	\$0.2500	\$0.2500	\$0.2500
China	Toll	\$0.1050	\$0.1050	\$0.1050
China	Toll Free	\$0.1275	\$0.1275	\$0.1275
Colombia	Toll	\$0.0600	\$0.0600	\$0.0600
Colombia	Toll Free	\$0.1375	\$0.1375	\$0.1375
Colombia	Mobile Toll Free	\$0.3200	\$0.3200	\$0.3200
Costa Rica	Toll	\$0.1200	\$0.1200	\$0.1200
Costa Rica	Toll Free	\$0.3000	\$0.3000	\$0.3000
Croatia	Toll	\$0.0275	\$0.0275	\$0.0275
Croatia	Toll Free	\$0.0900	\$0.0900	\$0.0900
Croatia	Mobile Toll Free	\$0.2500	\$0.2500	\$0.2500
Cuba	Toll Free	\$2.8667	\$2.8667	\$2.8667
Cyprus	Toll	\$0.0175	\$0.0175	\$0.0175
Cyprus	Toll Free	\$0.1800	\$0.1800	\$0.1800
Czech Republic	Toll	\$0.0750	\$0.0750	\$0.0750
Czech Republic	Toll Free	\$0.1400	\$0.1400	\$0.1400
Czech Republic	Mobile Toll Free	\$0.2200	\$0.2200	\$0.2200
Denmark	Toll Free	\$0.0130	\$0.0130	\$0.0130
Denmark	Mobile Toll Free	\$0.3200	\$0.3200	\$0.3200
Denmark	Toll	\$0.0150	\$0.0150	\$0.0150
Dominica	Toll Free	\$0.2750	\$0.2750	\$0.2750
Dominican Republic	Toll	\$0.0692	\$0.0692	\$0.0692
Dominican Republic	Toll Free	\$0.3000	\$0.3000	\$0.3000
Ecuador*	Toll Free	\$0.3800	\$0.3800	\$0.3800
Egypt	Toll Free	\$0.4000	\$0.4000	\$0.4000

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

El Salvador	Toll	\$0.1050	\$0.1050	\$0.1050
El Salvador	Toll Free	\$0.3158	\$0.3158	\$0.3158
Estonia	Toll	\$0.0175	\$0.0175	\$0.0175
Estonia	Toll Free	\$0.0750	\$0.0750	\$0.0750
Estonia	Mobile Toll Free	\$0.4250	\$0.4250	\$0.4250
Fiji Islands	Toll Free	\$1.5000	\$1.5000	\$1.5000
Finland	Toll Free	\$0.0800	\$0.0800	\$0.0800
Finland	Mobile Toll Free	\$0.2775	\$0.2775	\$0.2775
Finland	Toll	\$0.0150	\$0.0150	\$0.0150
France	Toll	\$0.0125	\$0.0125	\$0.0125
France	Toll Free	\$0.0125	\$0.0125	\$0.0125
France	Mobile Toll Free	\$0.0500	\$0.0500	\$0.0500
French Guiana	Toll Free	\$0.5000	\$0.5000	\$0.5000
Germany	Toll Free	\$0.0125	\$0.0125	\$0.0125
Germany	Mobile Toll Free	\$0.1250	\$0.1250	\$0.1250
Germany*	Toll	\$0.0125	\$0.0125	\$0.0125
Ghana	Toll Free	\$0.5000	\$0.5000	\$0.5000
Greece	Toll	\$0.0250	\$0.0250	\$0.0250
Greece	Toll Free	\$0.0775	\$0.0775	\$0.0775
Grenada	Toll Free	\$0.3500	\$0.3500	\$0.3500
Guyana	Toll Free	\$1.5000	\$1.5000	\$1.5000
Honduras Rep	Toll Free	\$0.5575	\$0.5575	\$0.5575
Hong Kong	Toll	\$0.0250	\$0.0250	\$0.0250
Hong Kong	Toll Free	\$0.0275	\$0.0275	\$0.0275
Hungary	Toll	\$0.0700	\$0.0700	\$0.0700
Hungary	Toll Free	\$0.1900	\$0.1900	\$0.1900
Hungary	Mobile Toll Free	\$0.1900	\$0.1900	\$0.1900
India	Toll	\$0.0550	\$0.0550	\$0.0550
India	Toll Free	\$0.1550	\$0.1550	\$0.1550
Indonesia	Toll Free	\$0.2000	\$0.2000	\$0.2000
Ireland	Toll	\$0.0150	\$0.0150	\$0.0150
Ireland	Toll Free	\$0.0190	\$0.0190	\$0.0190
Ireland	Mobile Toll Free	\$0.4300	\$0.4300	\$0.4300
Israel	Toll	\$0.0308	\$0.0308	\$0.0308
Israel	Toll Free	\$0.1100	\$0.1100	\$0.1100
Italy	Toll	\$0.0125	\$0.0125	\$0.0125
Italy	Toll Free	\$0.0150	\$0.0150	\$0.0150
Italy	Mobile Toll Free	\$0.2000	\$0.2000	\$0.2000
Ivory Coast	Toll Free	\$1.0000	\$1.0000	\$1.0000
Jamaica	Toll Free	\$0.6500	\$0.6500	\$0.6500
Japan	Toll	\$0.0231	\$0.0231	\$0.0231
Japan	Toll Free	\$0.1450	\$0.1450	\$0.1450
Jordan*	Toll Free	\$0.2500	\$0.2500	\$0.2500
Kazakhstan	Toll Free	\$0.4500	\$0.4500	\$0.4500
Kenya	Toll	\$0.1200	\$0.1200	\$0.1200
Kenya	Toll Free	\$0.2600	\$0.2600	\$0.2600
Latvia	Toll	\$0.0250	\$0.0250	\$0.0250
Latvia	Toll Free	\$0.3000	\$0.3000	\$0.3000
Lebanon	Toll Free	\$0.8500	\$0.8500	\$0.8500
Lithuania	Toll	\$0.0250	\$0.0250	\$0.0250
Lithuania	Toll Free	\$0.1500	\$0.1500	\$0.1500
Luxembourg	Toll	\$0.0231	\$0.0231	\$0.0231
Luxembourg	Toll Free	\$0.0450	\$0.0450	\$0.0450
Macedonia	Toll Free	\$0.3000	\$0.3000	\$0.3000
Malaysia	Toll Free	\$0.0550	\$0.0550	\$0.0550
Malaysia	Toll	\$0.0500	\$0.0500	\$0.0500
Malta	Toll	\$0.1050	\$0.1050	\$0.1050
Malta	Toll Free	\$0.1000	\$0.1000	\$0.1000
Martinique	Toll Free	\$0.3000	\$0.3000	\$0.3000
Mauritius	Toll Free	\$1.1000	\$1.1000	\$1.1000

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Mexico	Toll	\$0.0425	\$0.0425	\$0.0425
Mexico	Toll Free	\$0.1375	\$0.1375	\$0.1375
Moldavia & Moldova	Toll Free	\$0.3200	\$0.3200	\$0.3200
Monaco	Toll Free	\$0.0600	\$0.0600	\$0.0600
Montserrat	Toll Free	\$0.3000	\$0.3000	\$0.3000
Morocco	Toll	\$0.2500	\$0.2500	\$0.2500
Morocco	Toll Free	\$0.6500	\$0.6500	\$0.6500
Nepal	Toll Free	\$0.3500	\$0.3500	\$0.3500
Netherlands	Toll	\$0.0150	\$0.0150	\$0.0150
Netherlands	Toll Free	\$0.0450	\$0.0450	\$0.0450
Netherlands	Mobile Toll Free	\$0.1950	\$0.1950	\$0.1950
New Zealand	Toll	\$0.0175	\$0.0175	\$0.0175
New Zealand	Toll Free	\$0.0425	\$0.0425	\$0.0425
New Zealand	Mobile Toll Free	\$0.3000	\$0.3000	\$0.3000
Nigeria	Toll Free	\$0.2800	\$0.2800	\$0.2800
Norway	Toll Free	\$0.0442	\$0.0442	\$0.0442
Norway*	Toll	\$0.0150	\$0.0150	\$0.0150
Pakistan	Toll	\$0.1400	\$0.1400	\$0.1400
Pakistan	Toll Free	\$0.3000	\$0.3000	\$0.3000
Panama	Toll	\$0.0308	\$0.0308	\$0.0308
Panama	Toll Free	\$0.1700	\$0.1700	\$0.1700
Paraguay	Toll Free	\$0.2500	\$0.2500	\$0.2500
Peru	Toll	\$0.0150	\$0.0150	\$0.0150
Peru*	Toll Free	\$0.3200	\$0.3200	\$0.3200
Philippines	Toll Free	\$0.2000	\$0.2000	\$0.2000
Philippines	Toll	\$0.2000	\$0.2000	\$0.2000
Philippines	Mobile Toll Free	\$0.3600	\$0.3600	\$0.3600
Poland	Toll	\$0.0450	\$0.0450	\$0.0450
Poland	Toll Free	\$0.0425	\$0.0425	\$0.0425
Portugal	Toll	\$0.0675	\$0.0675	\$0.0675
Portugal	Toll Free	\$0.0275	\$0.0275	\$0.0275
Portugal	Mobile Toll Free	\$0.1800	\$0.1800	\$0.1800
Romania	Toll	\$0.0250	\$0.0250	\$0.0250
Romania*	Toll Free	\$0.1500	\$0.1500	\$0.1500
Romania*	Mobile Toll Free	\$0.3500	\$0.3500	\$0.3500
Russia	Toll Free	\$0.1100	\$0.1100	\$0.1100
Russia*	Toll	\$0.0450	\$0.0450	\$0.0450
Saint Kitts	Toll Free	\$0.3000	\$0.3000	\$0.3000
Saint Lucia	Toll Free	\$0.3000	\$0.3000	\$0.3000
Saint Vincent	Toll Free	\$0.3000	\$0.3000	\$0.3000
Saudi Arabia	Toll Free	\$0.5500	\$0.5500	\$0.5500
Saudi Arabia	Mobile Toll Free	\$0.5500	\$0.5500	\$0.5500
Senegal	Toll Free	\$1.0000	\$1.0000	\$1.0000
Serbia*	Toll Free	\$0.5500	\$0.5500	\$0.5500
Singapore	Toll	\$0.0313	\$0.0313	\$0.0313
Singapore	Toll Free	\$0.0375	\$0.0375	\$0.0375
Slovakia	Toll	\$0.0175	\$0.0175	\$0.0175
Slovakia	Toll Free	\$0.1100	\$0.1100	\$0.1100
Slovakia	Mobile Toll Free	\$0.2200	\$0.2200	\$0.2200
Slovenia	Toll	\$0.0175	\$0.0175	\$0.0175
Slovenia	Toll Free	\$0.1900	\$0.1900	\$0.1900
South Africa	Toll	\$0.0750	\$0.0750	\$0.0750
South Africa	Toll Free	\$0.2500	\$0.2500	\$0.2500
South Korea	Toll	\$0.0400	\$0.0400	\$0.0400
South Korea	Toll Free	\$0.0900	\$0.0900	\$0.0900
Spain	Toll	\$0.0150	\$0.0150	\$0.0150
Spain	Toll Free	\$0.0125	\$0.0125	\$0.0125
Spain	Mobile Toll Free	\$0.1750	\$0.1750	\$0.1750
Sri Lanka	Toll	\$0.1700	\$0.1700	\$0.1700
Sri Lanka	Toll Free	\$0.3500	\$0.3500	\$0.3500

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Sweden	Toll	\$0.0150	\$0.0150	\$0.0150
Sweden	Toll Free	\$0.0135	\$0.0135	\$0.0135
Sweden	Mobile Toll Free	\$0.0700	\$0.0700	\$0.0700
Switzerland	Toll Free	\$0.0250	\$0.0250	\$0.0250
Switzerland	Mobile Toll Free	\$0.1200	\$0.1200	\$0.1200
Switzerland*	Toll	\$0.0175	\$0.0175	\$0.0175
Taiwan	Toll	\$0.0800	\$0.0800	\$0.0800
Taiwan	Toll Free	\$0.0775	\$0.0775	\$0.0775
Thailand	Toll	\$0.1100	\$0.1100	\$0.1100
Thailand	Toll Free	\$0.1600	\$0.1600	\$0.1600
Trinidad and Tobago	Toll Free	\$0.2800	\$0.2800	\$0.2800
Turkey	Toll	\$0.0800	\$0.0800	\$0.0800
Turkey	Toll Free	\$0.2500	\$0.2500	\$0.2500
Uganda	Toll Free	\$0.2300	\$0.2300	\$0.2300
Ukraine	Toll	\$0.0275	\$0.0275	\$0.0275
Ukraine	Toll Free	\$0.2600	\$0.2600	\$0.2600
United Arab Emirates	Toll Free	\$0.1925	\$0.1925	\$0.1925
United Kingdom	Toll	\$0.0075	\$0.0075	\$0.0075
United Kingdom	Toll Free	\$0.0113	\$0.0113	\$0.0113
Uruguay	Toll Free	\$0.2100	\$0.2100	\$0.2100
Uzbekistan	Toll Free	\$0.4000	\$0.4000	\$0.4000
Venezuela	Toll Free	\$0.2400	\$0.2400	\$0.2400
Vietnam	Mobile Toll Free	\$0.4500	\$0.4500	\$0.4500
Vietnam	Toll Free	\$0.3200	\$0.3200	\$0.3200

CenturyLink Audio Conferencing Dial-Out Service Rates

Dial Out Country	Transport Rate Per Minute, Per Line	Transport Rate Per Minute, Per Line	Transport Rate Per Minute, Per Line
	USD	USD	USD
United States	\$0.0000	\$0.0000	\$0.0000
Afghanistan	\$0.3300	\$0.3300	\$0.3300
Albania	\$0.8000	\$0.8000	\$0.8000
Algeria	\$0.9200	\$0.9200	\$0.9200
American Samoa	\$0.0700	\$0.0700	\$0.0700
Andorra	\$0.3000	\$0.3000	\$0.3000
Angola	\$0.8000	\$0.8000	\$0.8000
Anguilla	\$0.6100	\$0.6100	\$0.6100
Antarctica	\$2.5000	\$2.5000	\$2.5000
Antigua/Barbuda	\$0.3810	\$0.3810	\$0.3810
Argentina	\$0.0580	\$0.0580	\$0.0580
Armenia	\$0.3500	\$0.3500	\$0.3500
Aruba	\$0.2100	\$0.2100	\$0.2100
Ascension Island	\$3.5000	\$3.5000	\$3.5000
Australia	\$0.0330	\$0.0330	\$0.0330
Austria	\$0.3175	\$0.3175	\$0.3175
Azerbaijan	\$0.5600	\$0.5600	\$0.5600
Bahamas	\$0.2300	\$0.2300	\$0.2300
Bahrain	\$0.2050	\$0.2050	\$0.2050
Bangladesh	\$0.0500	\$0.0500	\$0.0500
Barbados	\$0.4000	\$0.4000	\$0.4000
Belarus	\$0.7000	\$0.7000	\$0.7000
Belgium	\$0.0350	\$0.0350	\$0.0350
Belize	\$0.3550	\$0.3550	\$0.3550
Benin	\$0.6500	\$0.6500	\$0.6500
Bermuda	\$0.0600	\$0.0600	\$0.0600
Bhutan	\$0.1000	\$0.1000	\$0.1000
Bolivia	\$0.2980	\$0.2980	\$0.2980
Bosnia-Herzegovina	\$0.6500	\$0.6500	\$0.6500
Botswana	\$0.3800	\$0.3800	\$0.3800
Brazil	\$0.0250	\$0.0250	\$0.0250

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

British Virgin Islands	\$0.3750	\$0.3750	\$0.3750
Brunei	\$0.0510	\$0.0510	\$0.0510
Bulgaria	\$0.3400	\$0.3400	\$0.3400
Burkina Faso	\$0.6500	\$0.6500	\$0.6500
Burundi	\$1.0500	\$1.0500	\$1.0500
Cambodia	\$0.1025	\$0.1025	\$0.1025
Cameroon Rep	\$0.6100	\$0.6100	\$0.6100
Canada	\$0.0055	\$0.0055	\$0.0055
Cape Verde Islands	\$0.4300	\$0.4300	\$0.4300
Cayman Islands	\$0.3500	\$0.3500	\$0.3500
Central African Republic	\$1.0000	\$1.0000	\$1.0000
Chad Republic	\$0.9500	\$0.9500	\$0.9500
Chile	\$0.5250	\$0.5250	\$0.5250
China	\$0.0100	\$0.0100	\$0.0100
Colombia	\$0.0410	\$0.0410	\$0.0410
Congo Republic	\$1.5000	\$1.5000	\$1.5000
Cook Islands	\$4.4000	\$4.4000	\$4.4000
Costa Rica	\$0.0450	\$0.0450	\$0.0450
Croatia	\$0.7000	\$0.7000	\$0.7000
Cuba	\$1.2000	\$1.2000	\$1.2000
Cyprus	\$0.2825	\$0.2825	\$0.2825
Czech Republic	\$0.1500	\$0.1500	\$0.1500
Denmark	\$0.0200	\$0.0200	\$0.0200
Diego Garcia	\$1.3500	\$1.3500	\$1.3500
Djibouti Republic	\$0.5300	\$0.5300	\$0.5300
Dominica	\$0.4000	\$0.4000	\$0.4000
Dominican Republic	\$0.1000	\$0.1000	\$0.1000
Dominican Republic 2	\$0.1280	\$0.1280	\$0.1280
Dominican Republic 829	\$0.2200	\$0.2200	\$0.2200
Dominican Republic 849	\$0.2300	\$0.2300	\$0.2300
East Timor/Northern Mariana Islands (Saipan)	\$0.8200	\$0.8200	\$0.8200
Ecuador	\$0.3250	\$0.3250	\$0.3250
Egypt	\$0.1900	\$0.1900	\$0.1900
El Salvador	\$0.2600	\$0.2600	\$0.2600
Equatorial Guinea Republic	\$0.8000	\$0.8000	\$0.8000
Eritrea	\$0.3650	\$0.3650	\$0.3650
Estonia	\$0.6100	\$0.6100	\$0.6100
Ethiopia	\$0.3750	\$0.3750	\$0.3750
Faeroe Islands	\$0.1650	\$0.1650	\$0.1650
Falkland Islands	\$3.5000	\$3.5000	\$3.5000
Fiji Islands	\$0.4650	\$0.4650	\$0.4650
Finland	\$0.6000	\$0.6000	\$0.6000
France	\$0.0725	\$0.0725	\$0.0725
French Antilles/Martinique	\$0.1400	\$0.1400	\$0.1400
French Guiana	\$1.0000	\$1.0000	\$1.0000
French Polynesia	\$0.3800	\$0.3800	\$0.3800
Gabon Republic	\$0.7500	\$0.7500	\$0.7500
Gambia	\$0.9500	\$0.9500	\$0.9500
Georgia	\$0.5100	\$0.5100	\$0.5100
Germany	\$0.0090	\$0.0090	\$0.0090
Ghana	\$0.4150	\$0.4150	\$0.4150
Gibraltar	\$0.2300	\$0.2300	\$0.2300
Greece	\$0.1150	\$0.1150	\$0.1150
Greenland	\$0.0950	\$0.0950	\$0.0950
Grenada	\$0.3850	\$0.3850	\$0.3850
Guadeloupe	\$0.1400	\$0.1400	\$0.1400
Guam	\$0.0350	\$0.0350	\$0.0350
Guatemala	\$0.2000	\$0.2000	\$0.2000
Guinea People Rep	\$0.9500	\$0.9500	\$0.9500

Attachment A.6 Unified Communications - Pricing.xlsx

6.5 WebEx Meetings

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EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Guinea Bissau	\$0.9000	\$0.9000	\$0.9000
Guyana	\$0.1750	\$0.1750	\$0.1750
Haiti	\$0.5000	\$0.5000	\$0.5000
Honduras	\$0.2425	\$0.2425	\$0.2425
Hong Kong	\$0.0350	\$0.0350	\$0.0350
Hungary	\$0.0700	\$0.0700	\$0.0700
Iceland	\$0.0300	\$0.0300	\$0.0300
India	\$0.0190	\$0.0190	\$0.0190
Indonesia	\$0.0720	\$0.0720	\$0.0720
Inmarsat(AOR)	\$12.0000	\$12.0000	\$12.0000
Inmarsat(IOR)	\$12.0000	\$12.0000	\$12.0000
Inmarsat(POR)	\$12.0000	\$12.0000	\$12.0000
Inmarsat(SNAC)	\$12.0000	\$12.0000	\$12.0000
Inmarsat(WAT)	\$12.0000	\$12.0000	\$12.0000
Iran	\$0.2800	\$0.2800	\$0.2800
Iraq	\$0.3300	\$0.3300	\$0.3300
Ireland	\$0.0190	\$0.0190	\$0.0190
Israel	\$0.0190	\$0.0190	\$0.0190
Italy	\$0.3100	\$0.3100	\$0.3100
Ivory Coast	\$1.6000	\$1.6000	\$1.6000
Jamaica	\$0.3700	\$0.3700	\$0.3700
Japan	\$0.0550	\$0.0550	\$0.0550
Jordan	\$0.2950	\$0.2950	\$0.2950
Kazakhstan	\$0.1750	\$0.1750	\$0.1750
Kenya	\$0.2300	\$0.2300	\$0.2300
Kiribati	\$2.3000	\$2.3000	\$2.3000
Kuwait	\$0.1100	\$0.1100	\$0.1100
Kyrgyzstan	\$0.5400	\$0.5400	\$0.5400
Laos	\$0.1250	\$0.1250	\$0.1250
Latvia	\$0.8000	\$0.8000	\$0.8000
Lebanon	\$0.2600	\$0.2600	\$0.2600
Lesotho	\$0.7000	\$0.7000	\$0.7000
Liberia	\$0.7100	\$0.7100	\$0.7100
Libya	\$0.5800	\$0.5800	\$0.5800
Liechtenstein	\$0.2000	\$0.2000	\$0.2000
Lithuania	\$0.9500	\$0.9500	\$0.9500
Luxembourg	\$0.3600	\$0.3600	\$0.3600
Macao	\$0.1550	\$0.1550	\$0.1550
Macedonia	\$0.6400	\$0.6400	\$0.6400
Madagascar	\$1.0000	\$1.0000	\$1.0000
Malawi	\$0.7600	\$0.7600	\$0.7600
Malaysia	\$0.0200	\$0.0200	\$0.0200
Maldives Republic	\$1.2500	\$1.2500	\$1.2500
Mali Republic	\$0.6700	\$0.6700	\$0.6700
Malta Republic	\$0.0160	\$0.0160	\$0.0160
Marshall Islands	\$0.4400	\$0.4400	\$0.4400
Mauritania	\$1.2500	\$1.2500	\$1.2500
Mauritius	\$0.2550	\$0.2550	\$0.2550
Mayotte Island - Comoros	\$0.6500	\$0.6500	\$0.6500
Mexico	\$0.0290	\$0.0290	\$0.0290
Micronesia	\$0.9000	\$0.9000	\$0.9000
Moldova	\$0.5700	\$0.5700	\$0.5700
Monaco	\$0.7500	\$0.7500	\$0.7500
Mongolia	\$0.0250	\$0.0250	\$0.0250
Montenegro	\$0.6800	\$0.6800	\$0.6800
Montserrat	\$0.4750	\$0.4750	\$0.4750
Morocco	\$0.8150	\$0.8150	\$0.8150
Mozambique	\$0.3500	\$0.3500	\$0.3500
Myanmar - Burma	\$0.4100	\$0.4100	\$0.4100
Namibia	\$0.1700	\$0.1700	\$0.1700

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Nauru	\$2.7000	\$2.7000	\$2.7000
Nepal	\$0.2950	\$0.2950	\$0.2950
Netherlands	\$0.1650	\$0.1650	\$0.1650
Netherlands Antilles	\$0.1300	\$0.1300	\$0.1300
New Caledonia	\$0.3900	\$0.3900	\$0.3900
New Zealand	\$0.0390	\$0.0390	\$0.0390
Nicaragua	\$0.3200	\$0.3200	\$0.3200
Niger Republic	\$0.5600	\$0.5600	\$0.5600
Nigeria	\$0.1500	\$0.1500	\$0.1500
Niue Island	\$30.0000	\$30.0000	\$30.0000
North Korea	\$0.9100	\$0.9100	\$0.9100
Norway	\$0.0150	\$0.0150	\$0.0150
Oman	\$0.4600	\$0.4600	\$0.4600
Pakistan	\$0.0800	\$0.0800	\$0.0800
Palau Republic	\$0.5000	\$0.5000	\$0.5000
Palestine	\$0.3050	\$0.3050	\$0.3050
Panama	\$0.1650	\$0.1650	\$0.1650
Papua New Guinea	\$2.1600	\$2.1600	\$2.1600
Paraguay	\$0.0650	\$0.0650	\$0.0650
Peru	\$0.0150	\$0.0150	\$0.0150
Philippines	\$0.1900	\$0.1900	\$0.1900
Poland	\$0.1300	\$0.1300	\$0.1300
Portugal	\$0.4800	\$0.4800	\$0.4800
Puerto Rico	\$0.0080	\$0.0080	\$0.0080
Qatar	\$0.2720	\$0.2720	\$0.2720
Reunion Island	\$0.1200	\$0.1200	\$0.1200
Romania	\$0.0200	\$0.0200	\$0.0200
Russia	\$0.3000	\$0.3000	\$0.3000
Rwanda	\$0.5400	\$0.5400	\$0.5400
San Marino	\$0.8000	\$0.8000	\$0.8000
Sao Tome	\$1.7500	\$1.7500	\$1.7500
Satellite Network	\$4.0000	\$4.0000	\$4.0000
Iridium-6	\$4.5000	\$4.5000	\$4.5000
Saudi Arabia	\$0.1650	\$0.1650	\$0.1650
Senegal	\$0.6500	\$0.6500	\$0.6500
Serbia	\$0.7000	\$0.7000	\$0.7000
Seychelles Island	\$1.0000	\$1.0000	\$1.0000
Sierra Leone	\$0.7500	\$0.7500	\$0.7500
Singapore	\$0.0100	\$0.0100	\$0.0100
Slovakia	\$0.3400	\$0.3400	\$0.3400
Slovenia	\$0.7200	\$0.7200	\$0.7200
Solomon Islands	\$1.7500	\$1.7500	\$1.7500
Somalia	\$1.0000	\$1.0000	\$1.0000
South Africa	\$0.2700	\$0.2700	\$0.2700
South Korea	\$0.0200	\$0.0200	\$0.0200
South Sudan	\$1.3000	\$1.3000	\$1.3000
Spain	\$0.0375	\$0.0375	\$0.0375
Sri Lanka	\$0.2500	\$0.2500	\$0.2500
St. Helena	\$3.0000	\$3.0000	\$3.0000
St. Kitts/Nevis	\$0.3800	\$0.3800	\$0.3800
St. Lucia	\$0.3825	\$0.3825	\$0.3825
St. Pierre & Miquelon	\$0.7500	\$0.7500	\$0.7500
St. Vincent-Grenadines	\$0.3550	\$0.3550	\$0.3550
Sudan	\$0.2600	\$0.2600	\$0.2600
Suriname	\$0.4850	\$0.4850	\$0.4850
Swaziland	\$0.3825	\$0.3825	\$0.3825
Sweden	\$0.0180	\$0.0180	\$0.0180
Switzerland	\$0.1950	\$0.1950	\$0.1950
Syria	\$0.5600	\$0.5600	\$0.5600
Taiwan	\$0.0775	\$0.0775	\$0.0775

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Tajikistan	\$1.1000	\$1.1000	\$1.1000
Tanzania	\$0.5700	\$0.5700	\$0.5700
Thailand	\$0.0600	\$0.0600	\$0.0600
Togo Republic	\$0.5400	\$0.5400	\$0.5400
Tokelau	\$2.2000	\$2.2000	\$2.2000
Tonga Islands	\$2.2000	\$2.2000	\$2.2000
Trinidad & Tobago	\$0.3500	\$0.3500	\$0.3500
Tunisia	\$1.2000	\$1.2000	\$1.2000
Turkey	\$0.2050	\$0.2050	\$0.2050
Turkmenistan	\$0.2500	\$0.2500	\$0.2500
Turks & Caicos Islands	\$0.3850	\$0.3850	\$0.3850
Tuvalu	\$2.2000	\$2.2000	\$2.2000
Uganda	\$0.5200	\$0.5200	\$0.5200
Ukraine	\$0.4150	\$0.4150	\$0.4150
United Arab Emirates	\$0.2550	\$0.2550	\$0.2550
United Kingdom	\$0.0160	\$0.0160	\$0.0160
Uruguay	\$0.2200	\$0.2200	\$0.2200
Uzbekistan	\$0.1625	\$0.1625	\$0.1625
Vanuatu Republic	\$2.2000	\$2.2000	\$2.2000
Venezuela	\$0.4500	\$0.4500	\$0.4500
Vietnam	\$0.1100	\$0.1100	\$0.1100
Wake Island	\$3.4000	\$3.4000	\$3.4000
Wallis/ Fatuna Island	\$0.4400	\$0.4400	\$0.4400
Western Samoa	\$2.2000	\$2.2000	\$2.2000
Yemen Arba Rep North	\$0.3500	\$0.3500	\$0.3500
Zaire/D.R. Congo	\$1.1500	\$1.1500	\$1.1500
Zambia	\$0.7100	\$0.7100	\$0.7100
Zimbabwe	\$0.6500	\$0.6500	\$0.6500

* This pricing includes licensing only. Any required hardware can be provided by the customer or purchased on this contract using the CPE discounts. Work with your Account Rep to determine the best approach for providing the appropriate CPE as a managed service under this contract.

Voice Complete

Voice Complete Pricing:

CCP (Concurrent Call Path)		
CCP Plans*		
Currency	CCP Plan 1	CCP Plan 2
	MRC	MRC
USD	\$ 10.00	\$ 20.00

*Plan maximum included minutes of 5000 minutes per CCP.

Plan 1 includes United States Local Calling

Plan 2 includes Local and National Calling in the United States, the United Kingdom, and France

CCP (Concurrent Call Path)						
Call Type Feature						
	Voice Order Change Charge		Expedite Charge per ckt end (separate from LEC charges)		Account and Authorization Codes	
Currency	MRC	NRC	MRC	NRC	MRC	NRC
USD	\$ -	\$ 100.00	\$ -	\$ 250.00	\$ 10.00	\$ 15.00

Feature Packs						
	Feature Pack 1		Feature Pack 2		Mobility Feature Pack	
Currency	MRC	NRC	MRC	NRC	MRC	NRC
USD	n/a	n/a	\$ 3.00	\$ -	\$ 3.00	\$ -

National Voice Services - United States		
	MRC	NRC
	USD	USD
Directory Listing Additional Listing	\$ 5.00	\$ 3.00
Directory Listing Caption	\$ 5.00	\$ 3.00
Directory Listing Foreign Additional Listing	\$ 12.00	\$ 3.00
Directory Listing Non Pub	\$ 3.00	\$ 3.00
Directory Listing Un Listed	\$ 3.00	\$ 3.00
Interstate - Per Call Surcharge Directory Assistance		\$ 1.99
Intrastate - Per Call Surcharge Directory Assistance		\$ 0.69
LD Oper Chg: Person-to-Person Per Call Surcharge		\$ 3.50
LD Oper Chg: Station-to-Station Per Call Surcharge		\$ 1.75
Telephone Number Vanity Charge		\$ 100.00
Telephone Number	\$ 0.15	\$ 2.00
Port Charge Per Telephone Number		\$ 7.00
Telephone Number with Lync 911	\$ 0.50	\$ 2.00

National Voice Services Outbound - United States			
Rates are per minute / 18 second minimum / 6 second rounding			
	Rate Per Minute		
	USD	GBP	EUR
Interstate	\$ 0.0100	\$ 0.0103	\$ 0.0114

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Intrastate (All States)	\$	0.0125	\$	0.0103	\$	0.0114
Local	\$	0.0125	\$	0.0103	\$	0.0114

Toll Free/Free Phone - United States			
		MRC	NRC
		USD	USD
United States Toll Free Number	800 Number	\$ 3.00	
United States Toll Free Call Type Feature	Area Code Blocking		\$ 25.00
United States Toll Free Call Type Feature	Info Digit Blocking	\$ 10.00	
United States Toll Free Call Type Feature	Info Digit Routing	\$ 10.00	
United States Toll Free Call Type Feature	Info Digit Screening	\$ 15.00	\$ 15.00
United States Toll Free Call Type Feature	National Directory Assistance	\$ 20.00	
United States Toll Free Call Type Feature	Origin of Call Blocking	\$ 10.00	
United States Toll Free Call Type Feature	Origin of Call Routing	\$ 10.00	
United States Toll Free Call Type Feature	Payphone Surcharge (per call)		\$ 0.62
United States Toll Free Call Type Feature	Percent Allocation Routing	\$ 10.00	
United States Toll Free Call Type Feature	Time of Day Routing	\$ 10.00	

Toll Free/Free Phone - United States		
Rates are per minute / 18 second minimum / 6 second rounding		
		Rate Per Minute
		USD
United States Interstate	Interstate	\$ 0.0265
United States Canadian Origination	United States	\$ 0.0700
United States Intrastate	Alabama	\$ 0.0450
United States Intrastate	Alaska	\$ 0.1200
United States Intrastate	Arizona	\$ 0.0600
United States Intrastate	Arkansas	\$ 0.0650
United States Intrastate	California	\$ 0.0300
United States Intrastate	Colorado	\$ 0.0625
United States Intrastate	Connecticut	\$ 0.0350
United States Intrastate	Delaware	\$ 0.0350
United States Intrastate	Florida	\$ 0.0575
United States Intrastate	Georgia	\$ 0.0600
United States Intrastate	Hawaii	\$ 0.0925
United States Intrastate	Idaho	\$ 0.0900
United States Intrastate	Illinois	\$ 0.0280
United States Intrastate	Indiana	\$ 0.0265
United States Intrastate	Iowa	\$ 0.0800
United States Intrastate	Kansas	\$ 0.0500
United States Intrastate	Kentucky	\$ 0.0450
United States Intrastate	Louisiana	\$ 0.0350
United States Intrastate	Maine	\$ 0.0550
United States Intrastate	Maryland	\$ 0.0500
United States Intrastate	Massachusetts	\$ 0.0450
United States Intrastate	Michigan	\$ 0.0300
United States Intrastate	Minnesota	\$ 0.0650

Attachment A.6 Unified Communications - Pricing.xlsx

6.6 Voice Complete

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

United States Intrastate	Mississippi	\$	0.0500
United States Intrastate	Missouri	\$	0.0675
United States Intrastate	Montana	\$	0.0960
United States Intrastate	Nebraska	\$	0.0650
United States Intrastate	Nevada	\$	0.0575
United States Intrastate	New Hampshire	\$	0.0700
United States Intrastate	New Jersey	\$	0.0400
United States Intrastate	New Mexico	\$	0.0300
United States Intrastate	New York	\$	0.0580
United States Intrastate	North Carolina	\$	0.0470
United States Intrastate	North Dakota	\$	0.1075
United States Intrastate	Ohio	\$	0.0300
United States Intrastate	Oklahoma	\$	0.0650
United States Intrastate	Oregon	\$	0.0400
United States Intrastate	Pennsylvania	\$	0.0500
United States Intrastate	Rhode Island	\$	0.0525
United States Intrastate	South Carolina	\$	0.0450
United States Intrastate	South Dakota	\$	0.1800
United States Intrastate	Tennessee	\$	0.0600
United States Intrastate	Texas	\$	0.0600
United States Intrastate	Utah	\$	0.0500
United States Intrastate	Vermont	\$	0.0645
United States Intrastate	Virginia	\$	0.0600
United States Intrastate	Washington	\$	0.0560
United States Intrastate	West Virginia	\$	0.0600
United States Intrastate	Wisconsin	\$	0.0375
United States Intrastate	Wyoming	\$	0.0500

International	
International Outbound	
Rates are per minute / 18 second minimum / 6 second rounding	
	Dedicated
Country	Rate Per Minute (USD)
Afghanistan	\$ 0.3000
Afghanistan-Mobile	\$ 0.3200
Albania	\$ 0.2400
Albania Tirana	\$ 0.2030
Albania-Mobile	\$ 0.6000
Albania-NGN	\$ 0.2400
Algeria	\$ 0.1000
Algeria-Mobile	\$ 0.6800
American Samoa	\$ 0.0125
Andorra	\$ 0.1800
Andorra-Mobile	\$ 0.3500
Angola	\$ 0.1000
Angola-Mobile	\$ 0.2600
Anguilla	\$ 0.4000
Anguilla-Mobile	\$ 0.4200

Attachment A.6 Unified Communications - Pricing.xlsx

6.6 Voice Complete

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Antarctica	\$	2.6000
Antarctica-Norfolk Island	\$	1.6638
Antigua and Barbuda	\$	0.3000
Antigua and Barbuda-Mobile	\$	0.3000
Argentina	\$	0.0330
Argentina-Buenos Aires	\$	0.0063
Argentina-Mobile	\$	0.2200
Armenia	\$	0.3800
Armenia-Mobile	\$	0.3800
Aruba	\$	0.1500
Aruba-Mobile	\$	0.3300
Ascension Island	\$	1.7500
Australia	\$	0.0200
Australia-Melbourne	\$	0.0120
Australia-Mobile	\$	0.0354
Australia-Perth	\$	0.0120
Australia-Sydney	\$	0.0120
Austria	\$	0.0880
Austria-Mobile	\$	0.2000
Austria-NGN	\$	0.3494
Azerbaijan	\$	0.5000
Azerbaijan-Mobile	\$	0.4000
Bahamas	\$	0.1600
Bahamas-Mobile	\$	0.2000
Bahrain	\$	0.2200
Bahrain-Mobile	\$	0.2200
Bahrain-NGN	\$	0.2200
Bangladesh	\$	0.0600
Bangladesh-Mobile	\$	0.0600
Barbados	\$	0.2200
Barbados-Mobile	\$	0.3200
Belarus	\$	0.4500
Belarus-Mobile	\$	0.4500
Belgium	\$	0.0700
Belgium-Mobile	\$	0.2600
Belgium-Mobile Base	\$	0.0486
Belgium-Mobile Mobistar	\$	0.0486
Belgium-Mobile Proximus	\$	0.0486
Belgium-NGN	\$	0.3660
Belize	\$	0.3100
Benin	\$	0.4200
Bermuda	\$	0.0700
Bhutan	\$	0.0750
Bhutan-Mobile	\$	0.0750
Bolivia	\$	0.2000
Bolivia-La Paz	\$	0.1324
Bolivia-Mobile	\$	0.2000
Bosnia/Herzegovina	\$	0.1997
Bosnia/Herzegovina-Mobile	\$	0.7219
Botswana	\$	0.2000

Attachment A.6 Unified Communications - Pricing.xlsx

6.6 Voice Complete

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EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Botswana-Mobile	\$	0.2800
Brazil	\$	0.0200
Brazil-Belo Horizonte	\$	0.0120
Brazil-Brasilia	\$	0.0120
Brazil-Curitiba	\$	0.0120
Brazil-Florianapolis	\$	0.0120
Brazil-Fortaleza	\$	0.0120
Brazil-Goiania	\$	0.0120
Brazil-Governador Valadares	\$	0.0120
Brazil-Mobile	\$	0.1200
Brazil-Porto Alegre	\$	0.0120
Brazil-Recife	\$	0.0120
Brazil-Rio de Janeiro	\$	0.0120
Brazil-Salvador	\$	0.0120
Brazil-Sao Paulo	\$	0.0120
Brazil-Vitoria	\$	0.0120
British Virgin Islands	\$	0.2329
British Virgin Islands-Mobile	\$	0.2329
Brunei	\$	0.0600
Brunei-Mobile	\$	0.0600
Bulgaria	\$	0.1000
Bulgaria-Mobile	\$	0.4000
Burkina Faso	\$	0.4500
Burkina Faso-Mobile	\$	0.4500
Burundi	\$	1.0242
Burundi-Mobile	\$	1.0242
Cambodia	\$	0.1000
Cambodia-Mobile	\$	0.1000
Cameroon	\$	0.1810
Cameroon-Mobile	\$	0.4500
Canada	\$	0.0100
Canada-Yukon and NW Territories 867	\$	0.0566
Cape Verde Islands	\$	0.3394
Cape Verde Islands-Mobile	\$	0.4659
Cayman Islands	\$	0.2000
Cayman Islands-Mobile	\$	0.2000
Cayman Islands-NGN	\$	0.2000
Central African Republic	\$	0.6500
Chad	\$	0.8500
Chad-Mobile	\$	0.8500
Chile	\$	0.1000
Chile-Easter Island	\$	0.7653
Chile-Mobile	\$	0.1000
Chile-NGN	\$	0.1000
Chile-Santiago	\$	0.0333
China	\$	0.0289
Colombia	\$	0.0500
Colombia-Mobile	\$	0.0500
Comoros	\$	0.6500
Comoros-Mobile	\$	0.6500

Attachment A.6 Unified Communications - Pricing.xlsx

6.6 Voice Complete

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EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Congo	\$	0.6500
Cook Islands	\$	1.8500
Costa Rica	\$	0.0400
Costa Rica-Mobile	\$	0.0900
Costa Rica-NGN	\$	0.0400
Croatia	\$	0.2200
Croatia-Mobile	\$	0.3800
Croatia-NGN	\$	0.2200
Cuba	\$	0.8500
Cyprus	\$	0.0600
Cyprus-Mobile	\$	0.1000
Cyprus-NGN	\$	0.0600
Czech Republic	\$	0.0500
Czech Republic-Mobile	\$	0.1500
Czech Republic-Prague	\$	0.0253
Dem. Rep. of Congo	\$	0.7597
Dem. Rep. of Congo-Mobile	\$	0.6899
Dem. Rep. of Congo-NGN	\$	0.7597
Denmark	\$	0.0180
Denmark-Mobile	\$	0.0500
Denmark-NGN	\$	0.0166
Diego Garcia	\$	2.5626
Djibouti	\$	0.5500
Djibouti-Mobile	\$	0.5500
Dominica	\$	0.3500
Dominica-Mobile	\$	0.3500
Dominican Republic	\$	0.0500
Dominican Republic-Mobile	\$	0.1200
East Timor	\$	0.4659
Ecuador	\$	0.2000
Ecuador-Mobile	\$	0.3000
Egypt	\$	0.1500
Egypt-Mobile	\$	0.1500
El Salvador	\$	0.2800
El Salvador-Mobile	\$	0.2800
Equatorial Guinea	\$	0.7000
Eritrea	\$	0.4000
Estonia	\$	0.0450
Estonia-Mobile	\$	0.5000
Estonia-NGN	\$	1.5714
Ethiopia	\$	0.3500
Ethiopia-Mobile	\$	0.3500
Falkland Islands	\$	1.2645
Faroe Islands	\$	0.0693
Fiji	\$	0.4500
Fiji-Mobile	\$	0.4500
Finland	\$	0.3900
Finland-Corporate Services	\$	0.3900
Finland-Helsinki	\$	0.3900
Finland-Mobile	\$	0.3900

Attachment A.6 Unified Communications - Pricing.xlsx

6.6 Voice Complete

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EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Finland-NGN	\$	0.3900
France	\$	0.0200
France-Mobile	\$	0.1000
France-Mobile Orange	\$	0.1000
France-Mobile SFR	\$	0.1000
France-NGN	\$	0.3627
France-Paris	\$	0.0073
French Antilles/Martinique	\$	0.0160
French Antilles/Martinique- Mobile	\$	0.0942
French Guiana	\$	0.1500
French Guiana-Mobile	\$	0.2000
French Polynesia	\$	0.3500
French Polynesia-Mobile	\$	0.3500
Gabon	\$	0.5500
Gabon-Mobile	\$	0.5500
Gambia	\$	0.6500
Gambia-Mobile	\$	0.6500
Georgia	\$	0.3000
Georgia-Mobile	\$	0.5000
Germany	\$	0.0120
Germany-Berlin	\$	0.0104
Germany-Frankfurt	\$	0.0104
Germany-Hamburg	\$	0.0104
Germany-Mobile	\$	0.0420
Germany-Munich	\$	0.0104
Germany-NGN	\$	0.0200
Ghana	\$	0.3200
Ghana-Mobile	\$	0.3200
Gibraltar	\$	0.0700
Gibraltar-Mobile	\$	0.2500
Global Mobile	\$	11.6967
Greece	\$	0.0400
Greece-Athens	\$	0.0200
Greece-Mobile	\$	0.1500
Greenland	\$	0.7500
Greenland-Mobile	\$	0.7500
Grenada	\$	0.3200
Grenada-Mobile	\$	0.3200
Guadeloupe	\$	0.0500
Guadeloupe-Mobile	\$	0.1500
Guam	\$	0.0125
Guatemala	\$	0.1800
Guatemala-Mobile	\$	0.1800
Guinea	\$	0.7000
Guinea Bissau	\$	0.7187
Guinea Bissau-Mobile	\$	0.7187
Guinea-Mobile Areeba	\$	0.7000
Guinea-NGN	\$	0.7000
Guyana	\$	0.3500
Guyana-Mobile	\$	0.3500

Attachment A.6 Unified Communications - Pricing.xlsx

6.6 Voice Complete

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EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Haiti	\$	0.4200
Haiti-Mobile	\$	0.3500
Haiti-NGN	\$	0.4200
Honduras	\$	0.2000
Honduras-Mobile Cotel	\$	0.2063
Hong Kong	\$	0.0275
Hong Kong-Mobile	\$	0.0275
Hungary	\$	0.0750
Hungary-Mobile	\$	0.0750
Iceland	\$	0.0300
Iceland-Mobile	\$	0.0900
India	\$	0.0150
India-Mobile	\$	0.0300
Indonesia	\$	0.0450
Indonesia-Mobile	\$	0.0600
Inmarsat	\$	12.3156
Iran	\$	0.2750
Iran-Mobile	\$	0.2750
Iraq	\$	0.2500
Iraq-Mobile	\$	0.2500
Iraq-NGN	\$	0.2500
Ireland	\$	0.0150
Ireland-Mobile	\$	0.0616
Ireland-NGN	\$	0.0150
Israel	\$	0.0150
Israel-Mobile	\$	0.0450
Israel-Paltel	\$	0.2662
Israel-Paltel Mobile	\$	0.2662
Italy	\$	0.0150
Italy-Milan	\$	0.0040
Italy-Mobile	\$	0.1500
Italy-NGN	\$	0.0040
Italy-Rome	\$	0.0040
Ivory Coast	\$	0.4600
Ivory Coast-Mobile	\$	0.4600
Jamaica	\$	0.2800
Jamaica-Mobile	\$	0.2800
Japan	\$	0.0400
Japan-IP Phone	\$	0.0266
Japan-Mobile	\$	0.1000
Jordan	\$	0.3000
Jordan-Mobile	\$	0.3200
Kenya	\$	0.2800
Kenya-Mobile	\$	0.3000
Kiribati/Gilbert Island	\$	3.1186
Kuwait	\$	0.1600
Kuwait-Mobile	\$	0.1800
Kuwait-NGN	\$	0.1600
Kyrgyzstan	\$	0.2200
Kyrgyzstan-Mobile	\$	0.3000

Attachment A.6 Unified Communications - Pricing.xlsx

6.6 Voice Complete

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EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Laos	\$	0.1600
Laos-Mobile	\$	0.1600
Latvia	\$	0.6500
Latvia-Mobile	\$	0.9000
Latvia-NGN	\$	0.6500
Lebanon	\$	0.1965
Lebanon-Mobile	\$	0.2600
Lesotho	\$	0.4695
Lesotho-Mobile	\$	0.4695
Liberia	\$	0.5200
Libya	\$	0.3975
Libya-Mobile	\$	0.5285
Liechtenstein	\$	0.0900
Liechtenstein-Mobile	\$	1.0500
Liechtenstein-NGN	\$	0.0805
Lithuania	\$	0.2500
Lithuania-Mobile	\$	0.4975
Lithuania-NGN	\$	1.7714
Luxembourg	\$	0.2150
Luxembourg-Mobile	\$	0.2650
Macau	\$	0.1572
Macedonia	\$	0.2425
Macedonia-Mobile	\$	0.5500
Madagascar	\$	0.8200
Madagascar-Mobile	\$	0.8200
Malawi	\$	0.4500
Malaysia	\$	0.0340
Malaysia-Johar Bahru	\$	0.0233
Malaysia-Kuala Lumpur	\$	0.0233
Malaysia-Mobile	\$	0.0340
Maldives	\$	1.2000
Maldives-Mobile	\$	1.2000
Mali	\$	0.3985
Mali-Mobile	\$	0.5375
Malta	\$	0.6800
Malta-Mobile	\$	0.2945
Marshall Islands	\$	0.4350
Mauritania	\$	0.8400
Mauritius	\$	0.2400
Mexico	\$	0.0120
Mexico-Guadalajara	\$	0.0020
Mexico-Mexico City	\$	0.0021
Mexico-Mobile	\$	0.0120
Mexico-Monterrey	\$	0.0020
Mexico-Satellite	\$	0.0144
Micronesia	\$	0.8485
Moldova	\$	0.5500
Moldova-Mobile	\$	0.5500
Monaco	\$	0.1500
Monaco-Mobile	\$	0.3910

Attachment A.6 Unified Communications - Pricing.xlsx

6.6 Voice Complete

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EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Monaco-Mobile KFOR	\$	0.5530
Mongolia	\$	0.0296
Mongolia-NGN	\$	0.0296
Montenegro	\$	0.4250
Montenegro-Mobile	\$	0.4750
Montenegro-NGN	\$	0.4250
Montserrat	\$	0.3500
Morocco	\$	0.3900
Morocco-Mobile	\$	0.5500
Morocco-NGN	\$	0.3900
Mozambique	\$	0.0900
Mozambique-Mobile	\$	0.3200
Myanmar	\$	0.2450
Namibia	\$	0.1850
Namibia-Mobile	\$	0.1850
Nauru	\$	1.8800
Nepal	\$	0.1950
Nepal-Mobile	\$	0.1950
Netherland Antilles	\$	0.2090
Netherland Antilles-Mobile	\$	0.1577
Netherland Antilles-NGN	\$	0.2090
Netherland Antilles-St Maarten	\$	0.1577
Netherlands	\$	0.0800
Netherlands-Mobile	\$	0.0800
Netherlands-Mobile Orange	\$	0.0800
Netherlands-NGN	\$	0.2662
New Caledonia	\$	0.4855
New Zealand	\$	0.0250
New Zealand-Mobile	\$	0.0750
Nicaragua	\$	0.1950
Nicaragua-Mobile	\$	0.2800
Niger	\$	0.5900
Niger-Mobile	\$	0.5900
Niger-NGN	\$	0.5900
Nigeria	\$	0.1700
Nigeria-Lagos	\$	0.1298
Nigeria-Mobile	\$	0.1700
Niue	\$	2.8500
North Korea	\$	0.8560
Northern Marianas	\$	0.0719
Norway	\$	0.0165
Norway-Mobile	\$	0.0300
Norway-Mobile Tele2	\$	0.0186
Norway-Mobile Telenor	\$	0.0186
Norway-NGN	\$	0.0985
Oman	\$	0.2800
Oman-Mobile	\$	0.3700
Pakistan	\$	0.0560
Pakistan-Mobile	\$	0.0560
Pakistan-NGN	\$	0.0560

Attachment A.6 Unified Communications - Pricing.xlsx

6.6 Voice Complete

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EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Palau	\$	0.4000
Palestinian Authority	\$	0.1997
Palestinian Authority-Mobile	\$	0.2263
Panama	\$	0.0350
Panama-Mobile	\$	0.1800
Papua New Guinea	\$	1.4200
Papua New Guinea-NGN	\$	1.4200
Paraguay	\$	0.0700
Paraguay-Mobile	\$	0.1000
Peru	\$	0.0200
Peru-Lima	\$	0.0075
Peru-Lima-Mobile	\$	0.0075
Peru-Mobile	\$	0.0200
Peru-Rural	\$	0.2656
Philippines	\$	0.1525
Philippines-Mobile	\$	0.1525
Poland	\$	0.1540
Poland-Mobile	\$	0.1540
Poland-Mobile P4	\$	0.1540
Poland-NGN	\$	0.1540
Portugal	\$	0.0320
Portugal-Mobile	\$	0.1540
Principe and Sao Tome	\$	2.5460
Qatar	\$	0.3000
Qatar-Mobile	\$	0.3000
Reunion Island	\$	0.1318
Reunion Island-Mobile	\$	0.1318
Romania	\$	0.0120
Romania-Mobile	\$	0.0300
Russia	\$	0.1200
Russia-Kazakhstan Mobile	\$	0.1753
Russia-Kazakhstan NGN	\$	0.1753
Russia-Mobile	\$	0.2500
Russia-Moscow	\$	0.0248
Rwanda	\$	0.4240
Rwanda-Mobile	\$	0.4240
San Marino	\$	0.2500
San Marino-Mobile	\$	0.2500
Satellite Network	\$	11.6967
Saudi Arabia	\$	0.1265
Saudi Arabia-Mobile	\$	0.2150
Saudi Arabia-Riyadh	\$	0.1032
Senegal	\$	0.4515
Senegal-Mobile	\$	0.4515
Senegal-NGN	\$	0.4905
Serbia	\$	0.4500
Serbia-Kosovo	\$	0.3893
Serbia-Mobile	\$	0.4500
Seychelles Island	\$	1.1979
Sierra Leone	\$	0.6900

Attachment A.6 Unified Communications - Pricing.xlsx

6.6 Voice Complete

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EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Sierra Leone-Mobile	\$	0.6900
Singapore	\$	0.0230
Singapore-Mobile	\$	0.0230
Sint Maarten	\$	0.1600
Slovakia	\$	0.0120
Slovakia-Mobile	\$	0.0575
Slovenia	\$	0.2335
Slovenia-Mobile	\$	0.5200
Slovenia-Mobile Mobitel	\$	0.5590
Slovenia-Mobile Simobil	\$	0.5590
Slovenia-Mobile Vega	\$	0.5590
Solomon Islands	\$	1.5000
Somalia	\$	0.6950
South Africa	\$	0.2150
South Africa-Mobile	\$	0.2150
South Africa-NGN	\$	0.2150
South Korea	\$	0.0200
South Korea-Mobile	\$	0.0310
South Sudan	\$	0.7000
Spain	\$	0.0150
Spain-Mobile	\$	0.0700
Spain-Mobile Orange	\$	0.0339
Spain-Mobile Telefonica	\$	0.0339
Spain-Mobile Vodafone	\$	0.0339
Spain-NGN	\$	0.1800
Sri Lanka	\$	0.2200
Sri Lanka-Mobile	\$	0.2200
St. Helena	\$	2.6347
St. Kitts/Nevis	\$	0.2502
St. Kitts/Nevis-Mobile	\$	0.2502
St. Lucia	\$	0.2800
St. Lucia-Mobile	\$	0.2800
St. Pierre and Miquelon	\$	0.2959
St. Vincent/Grenadines	\$	0.2030
St. Vincent/Grenadines- Mobile	\$	0.2642
Sudan	\$	0.2900
Sudan-Mobile	\$	0.2900
Suriname	\$	0.3150
Suriname-Mobile	\$	0.3350
Swaziland	\$	0.2500
Swaziland-Mobile	\$	0.2500
Sweden	\$	0.0200
Sweden-Mobile	\$	0.0200
Sweden-Mobile Telia	\$	0.0200
Sweden-NGN	\$	0.0153
Switzerland	\$	0.0200
Switzerland-Mobile	\$	0.3600
Switzerland-Mobile Swisscom	\$	0.1005
Switzerland-NGN	\$	0.0200
Switzerland-Zurich	\$	0.0160

Attachment A.6 Unified Communications - Pricing.xlsx

6.6 Voice Complete

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EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Syria	\$	0.2650
Syria-Mobile	\$	0.3000
Taiwan	\$	0.0200
Taiwan-Mobile	\$	0.1200
Tajikistan	\$	0.1800
Tanzania	\$	0.4292
Tanzania-Mobile	\$	0.4292
Thailand	\$	0.0515
Thailand-Mobile	\$	0.0515
Togo	\$	0.4200
Togo-Mobile	\$	0.4200
Tokelau	\$	1.9300
Tonga	\$	1.2500
Trinidad and Tobago	\$	0.1975
Trinidad and Tobago-Mobile	\$	0.1975
Tunisia	\$	0.9438
Tunisia-Mobile	\$	0.9438
Turkey	\$	0.0505
Turkey-Istanbul	\$	0.0433
Turkey-Mobile	\$	0.2185
Turkey-Mobile Turkcell	\$	0.2247
Turkey-Mobile Vodafone	\$	0.2247
Turkey-North Cyprus	\$	0.0433
Turkey-North Cyprus Mobile	\$	0.2247
Turkmenistan	\$	0.1925
Turks and Caicos	\$	0.2478
Turks and Caicos-Mobile	\$	0.2478
Tuvalu	\$	2.1175
Uganda	\$	0.3872
Uganda-Mobile	\$	0.3872
UK	\$	0.0067
UK-Freephone	\$	0.0067
UK-London	\$	0.0036
UK-Mobile	\$	0.2662
UK-Mobile H3G	\$	0.0133
UK-Mobile O2	\$	0.0133
UK-Mobile Orange	\$	0.0133
UK-Mobile T-Mobile	\$	0.0133
UK-Mobile Vodafone	\$	0.0133
UK-NGN	\$	0.2662
UK-NGN 84	\$	0.2396
UK-NGN 845	\$	0.1351
UK-NGN 870	\$	0.2396
UK-VoIP and Multimedia	\$	0.0300
UK-Wide	\$	0.0314
Ukraine	\$	0.2950
Ukraine-Mobile	\$	0.2950
United Arab Emirates	\$	0.2400
United Arab Emirates-Dubai	\$	0.2595
United Arab Emirates-Mobile	\$	0.2400

Attachment A.6 Unified Communications - Pricing.xlsx

6.6 Voice Complete

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EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

Uruguay	\$	0.0800
Uruguay-Mobile	\$	0.2100
US Virgin Islands	\$	0.0125
USA	\$	0.0125
USA-Alaska	\$	0.0125
USA-Hawaii	\$	0.0125
USA-Puerto Rico	\$	0.0125
Uzbekistan	\$	0.1162
Uzbekistan-Mobile	\$	0.1162
Vanuatu	\$	1.8150
Vatican City	\$	0.0225
Venezuela	\$	0.0250
Venezuela-Caracas	\$	0.0212
Venezuela-Maracaibo	\$	0.0212
Venezuela-Mobile	\$	0.1445
Venezuela-Valencia	\$	0.0212
Vietnam	\$	0.0850
Vietnam-Mobile	\$	0.0850
Wallis and Futuna Islands	\$	1.7692
Western Samoa	\$	2.2500
Yemen	\$	0.2065
Yemen-Mobile	\$	0.2065
Zambia	\$	0.4375
Zambia-Mobile	\$	0.4840
Zimbabwe	\$	0.1375
Zimbabwe-Mobile	\$	0.4800

SBC's can be provided by the customer or purchased on this contract using the CPE discounts. Additionally, there are router bundle options under the Data Bundles product that provide routing and SBC software. Work with your Account Rep to determine the best approach for providing the appropriate CPE as a managed service under this contract.

CPE Pricing Categories

Description	Manufacturer	Product Type	OFFER PRICE - % Discount off Enterprise Price List
Enterprise Networks - Routers, Switches, Wireless	Cisco	Hardware	34.08%
Collaboration - Call Control, VM, End Points	Cisco	Hardware	34.08%
Smartnet - 1 year contract	Cisco	Service	12.85%
Advanced Services	Cisco	Service	ICB*

*The Cisco Advanced Services category references Cisco Professional Services and is a scoped activity / engagement.

Pricing off list will be defined on an ICB "Individual Case Basis" once the Solution is defined and agreed upon.

Depending on future requests, the above services can be negotiated as a direct sale of NRC Only (one-time charges), can be offered as MRC, known as CPEaaS, or a combination of both.

More Detail about CPE as a Service (CPEaaS):

With CenturyLink® CPEaaS, you can get the newest equipment your business needs with predictable monthly pricing your budget loves.

- ***Stay one step ahead with the newest technology***
- ***Avoid the costly expenses of purchasing new equipment***
- ***Predictable, fixed monthly costs***
- ***Support and maintenance from one of the industry's most trusted and reliable companies***
- ***Custom packages and flexible terms of 12, 24, and 36 months***
- ***End of contract options to upgrade, renew, or purchase***

In addition to Customer Premise Equipment solutions, CenturyLink can provide Expanded Services with our Installation offerings.

Our Professional Services teams can perform site surveys, installations, customized support labor plans and complete IT-outsourcing offerings.

Any applicable labor components would be scoped and placed in a SOW for customer consideration.

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

CENTURYLINK ESTIMATED TAXES (Rates as of 1/1/20)

Notes:

The rates inside the CTL Price catalog do not include any applicable taxes, surcharges or fees as those are all calculated at time of billing and are subject to change outside CTL's control.

All rates shown in the incorporated tables below are estimates provided by CenturyLink Tax Department.

Tax & Surcharge rates are subject to change at any time and additional Taxes and Surcharges may apply.

Not all line items listed by product category will be assessed - With a valid Tax Exemption Certificate on file with CTL, only non-exempt taxes, fees, and surcharges will be billed.

FUSF Clarification:

Inter and Intra are determined by the service locations. If both A and Z location are within the same state, it is considered intrastate.

If A and Z locations are not within the same state, then it is considered interstate and FUSF is applicable.

Federal Universal Service Fund Surcharge is not applicable if the customer can provide a FUSF exemption form certifying that less than 10% of the traffic is interstate.

FUSF is applicable to private line services with interstate charges and port charges.

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Applicable Taxes and Surcharges - IPVPN/MPLS Port

State	Tax / Surcharge Description	Jurisdiction Level	Rate (as of 1/1/2020)
Georgia	Property Surcharge	State	5.55%
	Franchise Cost Recovery	State	1.14%
	Franchise Cost Recovery	City/County	0.00% - 10.00%

Applicable Taxes and Surcharges - IPVPN/MPLS Access Circuit

State	Tax / Surcharge Description	Jurisdiction Level	Rate (as of 4/1/2020)
Georgia	Federal Universal Service Fund Surcharge	Federal	19.60%
	Administrative Expense Fee	Federal	1.50%
	Cost Recovery Fee	State	5.85%
	Property Surcharge	State	5.55%
	Franchise Cost Recovery	State	1.14%
	Franchise Cost Recovery	City/County	0.00% - 10.00%
	GA TRS	State	0.11 per line

Applicable Taxes and Surcharges - IPVPN/MPLS, Logical Interface/Commit/Class of Service Charges

State	Tax / Surcharge Description	Jurisdiction Level	Rate (as of 1/1/2020)
Georgia	Federal Universal Service Fund Surcharge	Federal	19.60%
	Administrative Expense Fee	Federal	1.50%
	Cost Recovery Fee	State	5.85%
	Property Surcharge	State	5.55%
	Franchise Cost Recovery	State	1.14%
	Franchise Cost Recovery	City/County	0.00% - 10.00%
	GA TRS	State	0.11 per line

Franchise Cost Recovery Fee Rates					
STATE	COUNTY	CITY	Level	Geocode	New Rate
GA			state	110000000	1.14%
GA	APPLING	BAXLEY	CITY	110010120	5.00%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

GA	BARTOW	Cartersville	city	110150220	5.00%
GA	BARTOW		COUNTY	110150000	2.69%
GA	BIBB	Macon	city	110210760	1.17%
GA	BIBB		COUNTY	110210000	0.60%
GA	CARROLL	BREMEN	CITY	110450150	5.00%
GA	CHATHAM	SAVANNAH	CITY	110511010	0.16%
GA	CLARKE	ATHENS	CITY	110590070	5.00%
GA	CLARKE		COUNTY	110590000	5.00%
GA	CLAYTON	FOREST PARK	CITY	110630510	0.96%
GA	COBB	Atlanta	city	110670080	1.29%
GA	COBB	Kennesaw	city	110671650	0.20%
GA	COBB	MABLETON	CITY	110670750	2.30%
GA	COBB	Marietta	city	110670790	0.40%
GA	COBB	Roswell	city	110670990	1.93%
GA	COBB	Smyrna	city	110671020	0.37%
GA	DEKALB	Atlanta	city	110890080	1.29%
GA	DEKALB	Atlanta	city	110891808	1.29%
GA	DEKALB	Chamblee	city	110890240	1.05%
GA	DEKALB	Doraville	city	110890410	5.00%
GA	DEKALB	Dunwoody	city	110892004	0.99%
GA	DEKALB		COUNTY	110890000	0.73%
GA	DOUGHERTY	ALBANY	CITY	110950020	0.39%
GA	Dougherty		COUNTY	110950000	0.96%
GA	FULTON	Alpharetta	city	111211470	0.39%
GA	FULTON	Alpharetta	city	111171470	0.39%
GA	FULTON	Atlanta	city	111210080	1.29%
GA	FULTON	Hapeville	city	111210590	0.98%
GA	FULTON	Johns Creek	city	111210011	0.22%
GA	FULTON	Roswell	city	111210990	1.93%
GA	FULTON	Sandy Springs	city	111211811	0.90%
GA	FULTON		COUNTY	111210000	0.03%
GA	GWINNETT	BERKELEY LAKE	CITY	111352125	5.00%
GA	GWINNETT	Duluth	city	111351500	1.95%
GA	GWINNETT	Duluth	city	111211500	1.95%
GA	GWINNETT	Lawrenceville	city	111350720	1.60%
GA	GWINNETT	Norcross	city	111351440	1.68%
GA	GWINNETT	Suwanee	city	111352134	0.64%
GA	Gwinnett		COUNTY	111350000	0.46%
GA	HARALSON	BREMEN	CITY	111430150	5.00%
GA	JASPER	MONTICELLO	CITY	111592212	5.00%
GA	Jasper		COUNTY	111590000	5.00%
GA	JONES	Macon	city	111690760	1.17%
GA	JONES		COUNTY	111690000	5.00%
GA	LAURENS	DUBLIN	CITY	111750440	0.66%
GA	Laurens		COUNTY	111750000	5.00%
GA	MUSCOGEE	Columbus	city	112150280	0.81%
GA	newton		COUNTY	112170000	2.21%
GA	RICHMOND	Augusta	city	112450090	2.16%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)

CenturyLink

GA	Twiggs		COUNTY	112890000	5.00%
GA	Wheeler		COUNTY	113090000	5.00%
GA	WHITFIELD	DALTON	CITY	113130360	5.00%
GA	WHITFIELD		COUNTY	113130000	5.00%
GA	Wilkinson		COUNTY	113190000	5.00%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Applicable Taxes and Surcharges - LVL - Managed Services (Wireless Backup)

State	Tax/Surcharge Description	Jurisdiction Level	Rate (as of 04/1/2020)
Georgia	Property Surcharge	State	5.55%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Applicable Taxes and Surcharges for Interstate Transport portion of: WAVE

State	Tax / Surcharge Description	Jurisdiction Level	Rate (as of 04/01/2020)
Georgia	Federal Universal Service Fund Surcharge	Federal	19.60%
	Administrative Expense Fee	Federal	1.50%
	Cost Recovery Fee	State	5.85%
	Property Surcharge	State	5.55%
	Franchise Cost Recovery	State	1.14%
	Franchise Cost Recovery	City & County	0.00% - 10.00%

Applicable Taxes and Surcharges for Access Circuit portion of: WAVE

State	Tax / Surcharge Description	Jurisdiction Level	Rate (as of 04/01/2020)
Georgia	Federal Universal Service Fund Surcharge	Federal	19.60%
	Administrative Expense Fee	Federal	1.50%
	Cost Recovery Fee	State	5.85%
	Property Surcharge	State	5.55%
	Franchise Cost Recovery	State	1.14%
	Franchise Cost Recovery	City & County	0.00% - 10.00%
	GA TRS	State	\$ 0.11 per line

Franchise Cost Recovery Rates

STATE	COUNTY	CITY	Level	Geocode	New Rate
GA			state	110000000	1.14%
GA	APPLING	BAXLEY	CITY	110010120	5.00%
GA	BARTOW	Cartersville	city	110150220	5.00%
GA	BARTOW		COUNTY	110150000	2.69%
GA	BIBB	Macon	city	110210760	1.17%
GA	BIBB		COUNTY	110210000	0.60%
GA	CARROLL	BREMEN	CITY	110450150	5.00%
GA	CHATHAM	SAVANNAH	CITY	110511010	0.16%
GA	CLARKE	ATHENS	CITY	110590070	5.00%
GA	CLARKE		COUNTY	110590000	5.00%
GA	CLAYTON	FOREST PARK	CITY	110630510	0.96%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

GA	COBB	Atlanta	city	110670080	1.29%
GA	COBB	Kennesaw	city	110671650	0.20%
GA	COBB	MABLETON	CITY	110670750	2.30%
GA	COBB	Marietta	city	110670790	0.40%
GA	COBB	Roswell	city	110670990	1.93%
GA	COBB	Smyrna	city	110671020	0.37%
GA	DEKALB	Atlanta	city	110890080	1.29%
GA	DEKALB	Atlanta	city	110891808	1.29%
GA	DEKALB	Chamblee	city	110890240	1.05%
GA	DEKALB	Doraville	city	110890410	5.00%
GA	DEKALB	Dunwoody	city	110892004	0.99%
GA	DEKALB		COUNTY	110890000	0.73%
GA	DOUGHERTY	ALBANY	CITY	110950020	0.39%
GA	Dougherty		COUNTY	110950000	0.96%
GA	FULTON	Alpharetta	city	111211470	0.39%
GA	FULTON	Alpharetta	city	111171470	0.39%
GA	FULTON	Atlanta	city	111210080	1.29%
GA	FULTON	Hapeville	city	111210590	0.98%
GA	FULTON	Johns Creek	city	111210011	0.22%
GA	FULTON	Roswell	city	111210990	1.93%
GA	FULTON	Sandy Springs	city	111211811	0.90%
GA	FULTON		COUNTY	111210000	0.03%
GA	GWINNETT	BERKELEY LAKE	CITY	111352125	5.00%
GA	GWINNETT	Duluth	city	111351500	1.95%
GA	GWINNETT	Duluth	city	111211500	1.95%
GA	GWINNETT	Lawrenceville	city	111350720	1.60%
GA	GWINNETT	Norcross	city	111351440	1.68%
GA	GWINNETT	Suwanee	city	111352134	0.64%
GA	Gwinnett		COUNTY	111350000	0.46%
GA	HARALSON	BREMEN	CITY	111430150	5.00%
GA	JASPER	MONTICELLO	CITY	111592212	5.00%
GA	Jasper		COUNTY	111590000	5.00%
GA	JONES	Macon	city	111690760	1.17%
GA	JONES		COUNTY	111690000	5.00%
GA	LAURENS	DUBLIN	CITY	111750440	0.66%
GA	Laurens		COUNTY	111750000	5.00%
GA	MUSCOGEE	Columbus	city	112150280	0.81%
GA	newton		COUNTY	112170000	2.21%
GA	RICHMOND	Augusta	city	112450090	2.16%
GA	Twiggs		COUNTY	112890000	5.00%
GA	Wheeler		COUNTY	113090000	5.00%
GA	WHITFIELD	DALTON	CITY	113130360	5.00%
GA	WHITFIELD		COUNTY	113130000	5.00%
GA	Wilkinson		COUNTY	113190000	5.00%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Applicable Taxes and Surcharges - SD-WAN

State	Tax / Surcharge Description	Jurisdiction Level	Rate (as of 4/1/2020)
Georgia	Federal Universal Service Fund Surcharge	Federal	19.60%
	Administrative Expense Fee	Federal	1.50%
	Cost Recovery Fee	State	5.85%
	Property Surcharge	State	5.55%
	Franchise Cost Recovery	State	1.14%
	Franchise Cost Recovery	City/County	0.00% - 10.00%
	GA TRS	State	0.11 per line

Franchise Cost Recovery Fee Rates					
STATE	COUNTY	CITY	Level	Geocode	New Rate
GA			state	110000000	1.14%
GA	APPLING	BAXLEY	CITY	110010120	5.00%
GA	BARTOW	Cartersville	city	110150220	5.00%
GA	BARTOW		COUNTY	110150000	2.69%
GA	BIBB	Macon	city	110210760	1.17%
GA	BIBB		COUNTY	110210000	0.60%
GA	CARROLL	BREMEN	CITY	110450150	5.00%
GA	CHATHAM	SAVANNAH	CITY	110511010	0.16%
GA	CLARKE	ATHENS	CITY	110590070	5.00%
GA	CLARKE		COUNTY	110590000	5.00%
GA	CLAYTON	FOREST PARK	CITY	110630510	0.96%
GA	COBB	Atlanta	city	110670080	1.29%
GA	COBB	Kennesaw	city	110671650	0.20%
GA	COBB	MABLETON	CITY	110670750	2.30%
GA	COBB	Marietta	city	110670790	0.40%
GA	COBB	Roswell	city	110670990	1.93%
GA	COBB	Smyrna	city	110671020	0.37%
GA	DEKALB	Atlanta	city	110890080	1.29%
GA	DEKALB	Atlanta	city	110891808	1.29%
GA	DEKALB	Chamblee	city	110890240	1.05%
GA	DEKALB	Doraville	city	110890410	5.00%
GA	DEKALB	Dunwoody	city	110892004	0.99%
GA	DEKALB		COUNTY	110890000	0.73%
GA	DOUGHERTY	ALBANY	CITY	110950020	0.39%
GA	Dougherty		COUNTY	110950000	0.96%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

GA	FULTON	Alpharetta	city	111211470	0.39%
GA	FULTON	Alpharetta	city	111171470	0.39%
GA	FULTON	Atlanta	city	111210080	1.29%
GA	FULTON	Hapeville	city	111210590	0.98%
GA	FULTON	Johns Creek	city	111210011	0.22%
GA	FULTON	Roswell	city	111210990	1.93%
GA	FULTON	Sandy Springs	city	111211811	0.90%
GA	FULTON		COUNTY	111210000	0.03%
GA	GWINNETT	BERKELEY L	CITY	111352125	5.00%
GA	GWINNETT	Duluth	city	111351500	1.95%
GA	GWINNETT	Duluth	city	111211500	1.95%
GA	GWINNETT	Lawrenceville	city	111350720	1.60%
GA	GWINNETT	Norcross	city	111351440	1.68%
GA	GWINNETT	Suwanee	city	111352134	0.64%
GA	Gwinnett		COUNTY	111350000	0.46%
GA	HARALSON	BREMEN	CITY	111430150	5.00%
GA	JASPER	MONTICELLO	CITY	111592212	5.00%
GA	Jasper		COUNTY	111590000	5.00%
GA	JONES	Macon	city	111690760	1.17%
GA	JONES		COUNTY	111690000	5.00%
GA	LAURENS	DUBLIN	CITY	111750440	0.66%
GA	Laurens		COUNTY	111750000	5.00%
GA	MUSCOGEE	Columbus	city	112150280	0.81%
GA	newton		COUNTY	112170000	2.21%
GA	RICHMOND	Augusta	city	112450090	2.16%
GA	Twiggs		COUNTY	112890000	5.00%
GA	Wheeler		COUNTY	113090000	5.00%
GA	WHITFIELD	DALTON	CITY	113130360	5.00%
GA	WHITFIELD		COUNTY	113130000	5.00%
GA	Wilkinson		COUNTY	113190000	5.00%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Applicable Taxes and Surcharges - CTL - Internet Access

State	Tax / Surcharge Description	Jurisdiction Level	Rate (as of 4/1/2020)
Georgia	Property Surcharge	State	5.55%
	Franchise Cost Recovery	State	1.14%
	Franchise Cost Recovery	City/County	0.00% - 10.00%

Franchise Cost Recovery Rates

STATE	COUNTY	CITY	Level	Geocode	New Rate
GA			state	110000000	1.14%
GA	APPLING	BAXLEY	CITY	110010120	5.00%
GA	BARTOW	Cartersville	city	110150220	5.00%
GA	BARTOW		COUNTY	110150000	2.69%
GA	BIBB	Macon	city	110210760	1.17%
GA	BIBB		COUNTY	110210000	0.60%
GA	CARROLL	BREMEN	CITY	110450150	5.00%
GA	CHATHAM	SAVANNAH	CITY	110511010	0.16%
GA	CLARKE	ATHENS	CITY	110590070	5.00%
GA	CLARKE		COUNTY	110590000	5.00%
GA	CLAYTON	FOREST PA	CITY	110630510	0.96%
GA	COBB	Atlanta	city	110670080	1.29%
GA	COBB	Kennesaw	city	110671650	0.20%
GA	COBB	MABLETON	CITY	110670750	2.30%
GA	COBB	Marietta	city	110670790	0.40%
GA	COBB	Roswell	city	110670990	1.93%
GA	COBB	Smyrna	city	110671020	0.37%
GA	DEKALB	Atlanta	city	110890080	1.29%
GA	DEKALB	Atlanta	city	110891808	1.29%
GA	DEKALB	Chamblee	city	110890240	1.05%
GA	DEKALB	Doraville	city	110890410	5.00%
GA	DEKALB	Dunwoody	city	110892004	0.99%
GA	DEKALB		COUNTY	110890000	0.73%
GA	DOUGHERTY	ALBANY	CITY	110950020	0.39%
GA	Dougherty		COUNTY	110950000	0.96%
GA	FULTON	Alpharetta	city	111211470	0.39%
GA	FULTON	Alpharetta	city	111171470	0.39%
GA	FULTON	Atlanta	city	111210080	1.29%
GA	FULTON	Hapeville	city	111210590	0.98%
GA	FULTON	Johns Creek	city	111210011	0.22%
GA	FULTON	Roswell	city	111210990	1.93%
GA	FULTON	Sandy Spring	city	111211811	0.90%
GA	FULTON		COUNTY	111210000	0.03%
GA	GWINNETT	BERKELEY	CITY	111352125	5.00%
GA	GWINNETT	Duluth	city	111351500	1.95%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

GA	GWINNETT	Duluth	city	111211500	1.95%
GA	GWINNETT	Lawrenceville	city	111350720	1.60%
GA	GWINNETT	Norcross	city	111351440	1.68%
GA	GWINNETT	Suwanee	city	111352134	0.64%
GA	Gwinnett		COUNTY	111350000	0.46%
GA	HARALSON	BREMEN	CITY	111430150	5.00%
GA	JASPER	MONTICELLO	CITY	111592212	5.00%
GA	Jasper		COUNTY	111590000	5.00%
GA	JONES	Macon	city	111690760	1.17%
GA	JONES		COUNTY	111690000	5.00%
GA	LAURENS	DUBLIN	CITY	111750440	0.66%
GA	Laurens		COUNTY	111750000	5.00%
GA	MUSCOGEE	Columbus	city	112150280	0.81%
GA	newton		COUNTY	112170000	2.21%
GA	RICHMOND	Augusta	city	112450090	2.16%
GA	Twiggs		COUNTY	112890000	5.00%
GA	Wheeler		COUNTY	113090000	5.00%
GA	WHITFIELD	DALTON	CITY	113130360	5.00%
GA	WHITFIELD		COUNTY	113130000	5.00%
GA	Wilkinson		COUNTY	113190000	5.00%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Applicable Taxes and Surcharges - LVL Dark Fiber

State	Tax / Surcharge Description	Jurisdiction Level	Rate (as of 01/01/2020)
Georgia	Federal Universal Service Fund Surcharge	Federal	19.60%
	Administrative Expense Fee	Federal	1.50%
	Cost Recovery Fee	State	5.85%
	Property Surcharge	State	5.55%
	Franchise Cost Recovery	State	1.14%
	Franchise Cost Recovery	City/County	0.00% - 10.00%
	GA TRS	State	0.11 per line

Franchise Cost Recovery Fee Rates

STATE	COUNTY	CITY	Level	Geocode	New Rate
GA			state	110000000	1.14%
GA	APPLING	BAXLEY	CITY	110010120	5.00%
GA	BARTOW	Cartersville	city	110150220	5.00%
GA	BARTOW		COUNTY	110150000	2.69%
GA	BIBB	Macon	city	110210760	1.17%
GA	BIBB		COUNTY	110210000	0.60%
GA	CARROLL	BREMEN	CITY	110450150	5.00%
GA	CHATHAM	SAVANNAH	CITY	110511010	0.16%
GA	CLARKE	ATHENS	CITY	110590070	5.00%
GA	CLARKE		COUNTY	110590000	5.00%
GA	CLAYTON	FOREST PARK	CITY	110630510	0.96%
GA	COBB	Atlanta	city	110670080	1.29%
GA	COBB	Kennesaw	city	110671650	0.20%
GA	COBB	MABLETON	CITY	110670750	2.30%
GA	COBB	Marietta	city	110670790	0.40%
GA	COBB	Roswell	city	110670990	1.93%
GA	COBB	Smyrna	city	110671020	0.37%
GA	DEKALB	Atlanta	city	110890080	1.29%
GA	DEKALB	Atlanta	city	110891808	1.29%
GA	DEKALB	Chamblee	city	110890240	1.05%
GA	DEKALB	Doraville	city	110890410	5.00%
GA	DEKALB	Dunwoody	city	110892004	0.99%
GA	DEKALB		COUNTY	110890000	0.73%
GA	DOUGHERTY	ALBANY	CITY	110950020	0.39%
GA	Dougherty		COUNTY	110950000	0.96%
GA	FULTON	Alpharetta	city	111211470	0.39%
GA	FULTON	Alpharetta	city	111171470	0.39%
GA	FULTON	Atlanta	city	111210080	1.29%
GA	FULTON	Hapeville	city	111210590	0.98%
GA	FULTON	Johns Creek	city	111210011	0.22%
GA	FULTON	Roswell	city	111210990	1.93%
GA	FULTON	Sandy Springs	city	111211811	0.90%
GA	FULTON		COUNTY	111210000	0.03%
GA	GWINNETT	BERKELEY LAKE	CITY	111352125	5.00%
GA	GWINNETT	Duluth	city	111351500	1.95%
GA	GWINNETT	Duluth	city	111211500	1.95%
GA	GWINNETT	Lawrenceville	city	111350720	1.60%
GA	GWINNETT	Norcross	city	111351440	1.68%
GA	GWINNETT	Suwanee	city	111352134	0.64%
GA	Gwinnett		COUNTY	111350000	0.46%
GA	HARALSON	BREMEN	CITY	111430150	5.00%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

GA	JASPER	MONTICELLO	CITY	111592212	5.00%
GA	Jasper		COUNTY	111590000	5.00%
GA	JONES	Macon	city	111690760	1.17%
GA	JONES		COUNTY	111690000	5.00%
GA	LAURENS	DUBLIN	CITY	111750440	0.66%
GA	Laurens		COUNTY	111750000	5.00%
GA	MUSCOGEE	Columbus	city	112150280	0.81%
GA	newton		COUNTY	112170000	2.21%
GA	RICHMOND	Augusta	city	112450090	2.16%
GA	Twiggs		COUNTY	112890000	5.00%
GA	Wheeler		COUNTY	113090000	5.00%
GA	WHITFIELD	DALTON	CITY	113130360	5.00%
GA	WHITFIELD		COUNTY	113130000	5.00%
GA	Wilkinson		COUNTY	113190000	5.00%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Applicable Taxes and Surcharges - IQ Data Bundles & Managed Data Bundles

Applicable Taxes and Surcharges - Bundle Portion

State	Tax / Surcharge Description	Jurisdiction Level	Rate (as of 1/1/2020)
Georgia	Property Surcharge	State	5.55%
	Franchise Cost Recovery	State	1.14%
	Franchise Cost Recovery	City/County	0.00% - 10.00%

Applicable Taxes and Surcharges - Access Portion

State	Tax / Surcharge Description	Jurisdiction Level	Rate (as of 4/1/2020)
Georgia	Federal Universal Service Fund Surcharge	Federal	19.60%
	Administrativ e Expense Fee	Federal	1.50%
	Cost Recovery Fee	State	5.85%
	Property Surcharge	State	5.55%
	Franchise Cost Recovery	State	1.14%
	Franchise Cost Recovery	City/County	0.00% - 10.00%
	GA TRS	State	0.11 per line

Franchise Cost Recovery Fee Rates

STATE	COUNTY	CITY	Level	Geocode	New Rate
GA			state	110000000	1.14%
GA	APPLING	BAXLEY	CITY	110010120	5.00%
GA	BARTOW	Cartersville	city	110150220	5.00%
GA	BARTOW		COUNTY	110150000	2.69%
GA	BIBB	Macon	city	110210760	1.17%
GA	BIBB		COUNTY	110210000	0.60%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

GA	CARROLL	BREMEN	CITY	110450150	5.00%
GA	CHATHAM	SAVANNAH	CITY	110511010	0.16%
GA	CLARKE	ATHENS	CITY	110590070	5.00%
GA	CLARKE		COUNTY	110590000	5.00%
GA	CLAYTON	FOREST PARK	CITY	110630510	0.96%
GA	COBB	Atlanta	city	110670080	1.29%
GA	COBB	Kennesaw	city	110671650	0.20%
GA	COBB	MABLETON	CITY	110670750	2.30%
GA	COBB	Marietta	city	110670790	0.40%
GA	COBB	Roswell	city	110670990	1.93%
GA	COBB	Smyrna	city	110671020	0.37%
GA	DEKALB	Atlanta	city	110890080	1.29%
GA	DEKALB	Atlanta	city	110891808	1.29%
GA	DEKALB	Chamblee	city	110890240	1.05%
GA	DEKALB	Doraville	city	110890410	5.00%
GA	DEKALB	Dunwoody	city	110892004	0.99%
GA	DEKALB		COUNTY	110890000	0.73%
GA	DOUGHERTY	ALBANY	CITY	110950020	0.39%
GA	Dougherty		COUNTY	110950000	0.96%
GA	FULTON	Alpharetta	city	111211470	0.39%
GA	FULTON	Alpharetta	city	111171470	0.39%
GA	FULTON	Atlanta	city	111210080	1.29%
GA	FULTON	Hapeville	city	111210590	0.98%
GA	FULTON	Johns Creek	city	111210011	0.22%
GA	FULTON	Roswell	city	111210990	1.93%
GA	FULTON	Sandy Springs	city	111211811	0.90%
GA	FULTON		COUNTY	111210000	0.03%
GA	GWINNETT	BERKELEY LAKE	CITY	111352125	5.00%
GA	GWINNETT	Duluth	city	111351500	1.95%
GA	GWINNETT	Duluth	city	111211500	1.95%
GA	GWINNETT	Lawrenceville	city	111350720	1.60%
GA	GWINNETT	Norcross	city	111351440	1.68%
GA	GWINNETT	Suwanee	city	111352134	0.64%
GA	Gwinnett		COUNTY	111350000	0.46%
GA	HARALSON	BREMEN	CITY	111430150	5.00%
GA	JASPER	MONTICELLO	CITY	111592212	5.00%
GA	Jasper		COUNTY	111590000	5.00%
GA	JONES	Macon	city	111690760	1.17%
GA	JONES		COUNTY	111690000	5.00%
GA	LAURENS	DUBLIN	CITY	111750440	0.66%
GA	Laurens		COUNTY	111750000	5.00%
GA	MUSCOGEE	Columbus	city	112150280	0.81%
GA	newton		COUNTY	112170000	2.21%
GA	RICHMOND	Augusta	city	112450090	2.16%
GA	Twiggs		COUNTY	112890000	5.00%
GA	Wheeler		COUNTY	113090000	5.00%
GA	WHITFIELD	DALTON	CITY	113130360	5.00%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
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GA	WHITFIELD		COUNTY	113130000	5.00%
GA	Wilkinson		COUNTY	113190000	5.00%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Applicable Taxes and Surcharges - DIA Access Circuit (ON-NET)

State	Tax / Surcharge Description	Jurisdiction Level	UPDATE
Georgia	Property Surcharge	State	5.55%
	Franchise Cost Recovery	State	1.14%
	Franchise Cost Recovery	City/County	0.00% - 10.00%
	GA TRS Surcharge	State	0.11 per line

Applicable Taxes and Surcharges - DIA Access Circuit (OFFNET)

State	Tax / Surcharge Description	Jurisdiction Level	UPDATE
Georgia	Federal Universal Service Fund Surcharge	Federal	19.60%
	Administrative Expense Fee	Federal	1.50%
	Cost Recovery Fee	State	5.85%
	Property Surcharge	State	5.55%
	Franchise Cost Recovery	State	1.14%
	Franchise Cost Recovery	City/County	0.00% - 10.00%
	GA TRS	State	0.11 per line

Applicable Taxes and Surcharges - DIA Access Port and Usage

State	Tax / Surcharge Description	Jurisdiction Level	UPDATE
Georgia	Property Surcharge	State	5.55%
	Franchise Cost Recovery	State	1.14%
	Franchise Cost Recovery	City/County	0.00% - 10.00%

Franchise Cost Recovery Fee Rates

STATE	COUNTY	CITY	Level	Geocode	New Rate
GA			state	110000000	1.14%
GA	APPLING	BAXLEY	CITY	110010120	5.00%
GA	BARTOW	Cartersville	city	110150220	5.00%
GA	BARTOW		COUNTY	110150000	2.69%
GA	BIBB	Macon	city	110210760	1.17%
GA	BIBB		COUNTY	110210000	0.60%
GA	CARROLL	BREMEN	CITY	110450150	5.00%
GA	CHATHAM	SAVANNAH	CITY	110511010	0.16%
GA	CLARKE	ATHENS	CITY	110590070	5.00%
GA	CLARKE		COUNTY	110590000	5.00%
GA	CLAYTON	FOREST PA	CITY	110630510	0.96%
GA	COBB	Atlanta	city	110670080	1.29%
GA	COBB	Kennesaw	city	110671650	0.20%
GA	COBB	MABLETON	CITY	110670750	2.30%
GA	COBB	Marietta	city	110670790	0.40%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

GA	COBB	Roswell	city	110670990	1.93%
GA	COBB	Smyrna	city	110671020	0.37%
GA	DEKALB	Atlanta	city	110890080	1.29%
GA	DEKALB	Atlanta	city	110891808	1.29%
GA	DEKALB	Chamblee	city	110890240	1.05%
GA	DEKALB	Doraville	city	110890410	5.00%
GA	DEKALB	Dunwoody	city	110892004	0.99%
GA	DEKALB		COUNTY	110890000	0.73%
GA	DOUGHERTY	ALBANY	CITY	110950020	0.39%
GA	Dougherty		COUNTY	110950000	0.96%
GA	FULTON	Alpharetta	city	111211470	0.39%
GA	FULTON	Alpharetta	city	111171470	0.39%
GA	FULTON	Atlanta	city	111210080	1.29%
GA	FULTON	Hapeville	city	111210590	0.98%
GA	FULTON	Johns Creek	city	111210011	0.22%
GA	FULTON	Roswell	city	111210990	1.93%
GA	FULTON	Sandy Springs	city	111211811	0.90%
GA	FULTON		COUNTY	111210000	0.03%
GA	GWINNETT	BERKELEY	CITY	111352125	5.00%
GA	GWINNETT	Duluth	city	111351500	1.95%
GA	GWINNETT	Duluth	city	111211500	1.95%
GA	GWINNETT	Lawrenceville	city	111350720	1.60%
GA	GWINNETT	Norcross	city	111351440	1.68%
GA	GWINNETT	Suwanee	city	111352134	0.64%
GA	Gwinnett		COUNTY	111350000	0.46%
GA	HARALSON	BREMEN	CITY	111430150	5.00%
GA	JASPER	MONTICELL	CITY	111592212	5.00%
GA	Jasper		COUNTY	111590000	5.00%
GA	JONES	Macon	city	111690760	1.17%
GA	JONES		COUNTY	111690000	5.00%
GA	LAURENS	DUBLIN	CITY	111750440	0.66%
GA	Laurens		COUNTY	111750000	5.00%
GA	MUSCOGEE	Columbus	city	112150280	0.81%
GA	newton		COUNTY	112170000	2.21%
GA	RICHMOND	Augusta	city	112450090	2.16%
GA	Twiggs		COUNTY	112890000	5.00%
GA	Wheeler		COUNTY	113090000	5.00%
GA	WHITFIELD	DALTON	CITY	113130360	5.00%
GA	WHITFIELD		COUNTY	113130000	5.00%
GA	Wilkinson		COUNTY	113190000	5.00%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Applicable Taxes and Surcharges - Managed Services (Adaptive Network Security)

State	Tax/Surcharge	Jurisdiction Level	Rate
Georgia	Property Surcharge	State	5.55%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Applicable Taxes and Surcharges - Managed Services (DDoS)

State	Tax/Surcharge	Jurisdiction Level	Rate
Georgia	Property Surcharge	State	5.55%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Applicable Taxes and Surcharges -Managed Services (Cloud Based Firewall)

State	Tax/Surcharge	Jurisdiction Level	Rate
Georgia	Property Surcharge	State	5.55%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Applicable Taxes and Surcharges-Enterprise Broadband Access Service

State	Tax/Surcharge	Jurisdiction Level	Rate
Georgia	Property Surcharge	State	5.55%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Applicable Taxes and Surcharges - Managed Services (MECM)

State	Tax / Surcharge Description	Jurisdiction Level	Rate (as of 4/1/2020)
Georgia	Federal Universal Service Fund Surcharge	Federal	19.60%
	Administrative Expense Fee	Federal	1.50%
	Cost Recovery Fee	State	5.85%
	Property Surcharge	State	5.55%
	Franchise Cost Recovery	State	1.14%
	Franchise Cost Recovery	City/County	0.00% - 10.00%
	GA TRS	State	0.11 per line

Franchise Cost Recovery Fee Rates					
STATE	COUNTY	CITY	Level	Geocode	New Rate
GA			state	110000000	1.14%
GA	APPLING	BAXLEY	CITY	110010120	5.00%
GA	BARTOW	Cartersville	city	110150220	5.00%
GA	BARTOW		COUNTY	110150000	2.69%
GA	BIBB	Macon	city	110210760	1.17%
GA	BIBB		COUNTY	110210000	0.60%
GA	CARROLL	BREMEN	CITY	110450150	5.00%
GA	CHATHAM	SAVANNAH	CITY	110511010	0.16%
GA	CLARKE	ATHENS	CITY	110590070	5.00%
GA	CLARKE		COUNTY	110590000	5.00%
GA	CLAYTON	FOREST PARK	CITY	110630510	0.96%
GA	COBB	Atlanta	city	110670080	1.29%
GA	COBB	Kennesaw	city	110671650	0.20%
GA	COBB	MABLETON	CITY	110670750	2.30%
GA	COBB	Marietta	city	110670790	0.40%
GA	COBB	Roswell	city	110670990	1.93%
GA	COBB	Smyrna	city	110671020	0.37%
GA	DEKALB	Atlanta	city	110890080	1.29%
GA	DEKALB	Atlanta	city	110891808	1.29%
GA	DEKALB	Chamblee	city	110890240	1.05%
GA	DEKALB	Doraville	city	110890410	5.00%
GA	DEKALB	Dunwoody	city	110892004	0.99%
GA	DEKALB		COUNTY	110890000	0.73%
GA	DOUGHERTY	ALBANY	CITY	110950020	0.39%
GA	Dougherty		COUNTY	110950000	0.96%
GA	FULTON	Alpharetta	city	111211470	0.39%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

GA	FULTON	Alpharetta	city	111171470	0.39%
GA	FULTON	Atlanta	city	111210080	1.29%
GA	FULTON	Hapeville	city	111210590	0.98%
GA	FULTON	Johns Creek	city	111210011	0.22%
GA	FULTON	Roswell	city	111210990	1.93%
GA	FULTON	Sandy Springs	city	111211811	0.90%
GA	FULTON		COUNTY	111210000	0.03%
GA	GWINNETT	BERKELEY LAKE	CITY	111352125	5.00%
GA	GWINNETT	Duluth	city	111351500	1.95%
GA	GWINNETT	Duluth	city	111211500	1.95%
GA	GWINNETT	Lawrenceville	city	111350720	1.60%
GA	GWINNETT	Norcross	city	111351440	1.68%
GA	GWINNETT	Suwanee	city	111352134	0.64%
GA	Gwinnett		COUNTY	111350000	0.46%
GA	HARALSON	BREMEN	CITY	111430150	5.00%
GA	JASPER	MONTICELLO	CITY	111592212	5.00%
GA	Jasper		COUNTY	111590000	5.00%
GA	JONES	Macon	city	111690760	1.17%
GA	JONES		COUNTY	111690000	5.00%
GA	LAURENS	DUBLIN	CITY	111750440	0.66%
GA	Laurens		COUNTY	111750000	5.00%
GA	MUSCOGEE	Columbus	city	112150280	0.81%
GA	newton		COUNTY	112170000	2.21%
GA	RICHMOND	Augusta	city	112450090	2.16%
GA	Twiggs		COUNTY	112890000	5.00%
GA	Wheeler		COUNTY	113090000	5.00%
GA	WHITFIELD	DALTON	CITY	113130360	5.00%
GA	WHITFIELD		COUNTY	113130000	5.00%
GA	Wilkinson		COUNTY	113190000	5.00%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Applicable Taxes and Surcharges - Managed Services (Tailored Experience)

State	Tax/Surcharge	Jurisdiction Level	Rate
Georgia	Property Surcharge	State	5.55%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Applicable Taxes and Surcharges - Dial Tone (B1-PRI)

State	Tax / Surcharge Description	Jurisdiction Level	Rate (as of 04/01/2020)	Exemption Type
Georgia	Federal Excise Tax	Federal	3.00%	State Government
	State Universal Service Fund Surcharge	State	4.90%	
	Telecommunications Relay Service Surcharge	State	0.11 per line	
	City/County 911	City & County	\$1-\$2 per line	State Government
	GA Sales Tax	State	4.00%	State Government
	GA Sales Tax	City & County	0.00% - 4.90%	State Government

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Applicable Taxes and Surcharges - Unified Communications (HCS)

State	Tax / Surcharge Description	Jurisdiction Level	UPDATED 5/01/2020
Georgia	Federal Universal Service Fund Surcharge	Federal	19.60%
	Administrative Expense Fee	Federal	1.50%
	Cost Recovery Fee	State	5.85%
	Property Surcharge	State	5.55%
	Franchise Cost Recovery	State	1.14%
	Franchise Cost Recovery	City/County	0.00% - 10.00%

Franchise Cost Recovery Rates

STATE	COUNTY	CITY	Level	New Rate
GA			state	1.14%
GA	APPLING	BAXLEY	CITY	5.00%
GA	BARTOW	Cartersville	city	5.00%
GA	BARTOW		COUNTY	2.69%
GA	BIBB	Macon	city	1.17%
GA	BIBB		COUNTY	0.60%
GA	CARROLL	BREMEN	CITY	5.00%
GA	CHATHAM	SAVANNAH	CITY	0.16%
GA	CLARKE	ATHENS	CITY	5.00%
GA	CLARKE		COUNTY	5.00%
GA	CLAYTON	FOREST PARK	CITY	0.96%
GA	COBB	Atlanta	city	1.29%
GA	COBB	Kennesaw	city	0.20%
GA	COBB	MABLETON	CITY	2.30%
GA	COBB	Marietta	city	0.40%
GA	COBB	Roswell	city	1.93%
GA	COBB	Smyrna	city	0.37%
GA	DEKALB	Atlanta	city	1.29%
GA	DEKALB	Atlanta	city	1.29%
GA	DEKALB	Chamblee	city	1.05%
GA	DEKALB	Doraville	city	5.00%
GA	DEKALB	Dunwoody	city	0.99%
GA	DEKALB		COUNTY	0.73%
GA	DOUGHERTY	ALBANY	CITY	0.39%
GA	Dougherty		COUNTY	0.96%
GA	FULTON	Alpharetta	city	0.39%
GA	FULTON	Alpharetta	city	0.39%
GA	FULTON	Atlanta	city	1.29%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
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GA	FULTON	Hapeville	city	0.98%
GA	FULTON	Johns Creek	city	0.22%
GA	FULTON	Roswell	city	1.93%
GA	FULTON	Sandy Springs	city	0.90%
GA	FULTON		COUNTY	0.03%
GA	GWINNETT	BERKELEY LAKE	CITY	5.00%
GA	GWINNETT	Duluth	city	1.95%
GA	GWINNETT	Duluth	city	1.95%
GA	GWINNETT	Lawrenceville	city	1.60%
GA	GWINNETT	Norcross	city	1.68%
GA	GWINNETT	Suwanee	city	0.64%
GA	Gwinnett		COUNTY	0.46%
GA	HARALSON	BREMEN	CITY	5.00%
GA	JASPER	MONTICELLO	CITY	5.00%
GA	Jasper		COUNTY	5.00%
GA	JONES	Macon	city	1.17%
GA	JONES		COUNTY	5.00%
GA	LAURENS	DUBLIN	CITY	0.66%
GA	Laurens		COUNTY	5.00%
GA	MUSCOGEE	Columbus	city	0.81%
GA	newton		COUNTY	2.21%
GA	RICHMOND	Augusta	city	2.16%
GA	Twiggs		COUNTY	5.00%
GA	Wheeler		COUNTY	5.00%
GA	WHITFIELD	DALTON	CITY	5.00%
GA	WHITFIELD		COUNTY	5.00%
GA	Wilkinson		COUNTY	5.00%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
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Applicable Taxes and Surcharges - Engage/Unified Communications (CPE Portion)

State	Tax / Surcharge Description	Jurisdiction Level	UPDATE 5/01/2020	Exemption
Georgia	GA Sales Tax	State	4.00%	State Government
	GA Sales Tax	City/County	0.00 - 4.00%	State Government
	GA Sales Tax	District	0.00 - 3.00%	State Government

Applicable Taxes and Surcharges - Engage/Unified Communications (Interstate Voice Portion)

State	Tax / Surcharge Description	Jurisdiction Level	UPDATE 5/01/2020
Georgia	GA 911 Fee	City	\$ 1.50 per line
	Franchise Cost Recovery	State	1.14%
	Franchise Cost Recovery	City/County	0.00 - 10.00%

Applicable Taxes and Surcharges - Engage/Unified Communications (Interstate Voice Portion)

State	Tax / Surcharge Description	Jurisdiction Level	UPDATED 5/01/2020
Georgia	Federal Universal Service Fund Surcharge	Federal	19.60%
	Administrative Expense Fee	Federal	1.50%
	Cost Recovery Fee	State	5.85%
	Property Surcharge	State	5.55%
	Franchise Cost Recovery	State	1.14%
	Franchise Cost Recovery	City/County	0.00% - 10.00%

Franchise Cost Recovery Rates

STATE	COUNTY	CITY	Level	New Rate
GA			state	1.14%
GA	APPLING	BAXLEY	CITY	5.00%
GA	BARTOW	Cartersville	city	5.00%
GA	BARTOW		COUNTY	2.69%
GA	BIBB	Macon	city	1.17%
GA	BIBB		COUNTY	0.60%
GA	CARROLL	BREMEN	CITY	5.00%
GA	CHATHAM	SAVANNAH	CITY	0.16%
GA	CLARKE	ATHENS	CITY	5.00%
GA	CLARKE		COUNTY	5.00%
GA	CLAYTON	FOREST PARK	CITY	0.96%
GA	COBB	Atlanta	city	1.29%
GA	COBB	Kennesaw	city	0.20%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

GA	COBB	MABLETON	CITY	2.30%
GA	COBB	Marietta	city	0.40%
GA	COBB	Roswell	city	1.93%
GA	COBB	Smyrna	city	0.37%
GA	DEKALB	Atlanta	city	1.29%
GA	DEKALB	Atlanta	city	1.29%
GA	DEKALB	Chamblee	city	1.05%
GA	DEKALB	Doraville	city	5.00%
GA	DEKALB	Dunwoody	city	0.99%
GA	DEKALB		COUNTY	0.73%
GA	DOUGHERTY	ALBANY	CITY	0.39%
GA	Dougherty		COUNTY	0.96%
GA	FULTON	Alpharetta	city	0.39%
GA	FULTON	Alpharetta	city	0.39%
GA	FULTON	Atlanta	city	1.29%
GA	FULTON	Hapeville	city	0.98%
GA	FULTON	Johns Creek	city	0.22%
GA	FULTON	Roswell	city	1.93%
GA	FULTON	Sandy Springs	city	0.90%
GA	FULTON		COUNTY	0.03%
GA	GWINNETT	BERKELEY LAKE	CITY	5.00%
GA	GWINNETT	Duluth	city	1.95%
GA	GWINNETT	Duluth	city	1.95%
GA	GWINNETT	Lawrenceville	city	1.60%
GA	GWINNETT	Norcross	city	1.68%
GA	GWINNETT	Suwanee	city	0.64%
GA	Gwinnett		COUNTY	0.46%
GA	HARALSON	BREMEN	CITY	5.00%
GA	JASPER	MONTICELLO	CITY	5.00%
GA	Jasper		COUNTY	5.00%
GA	JONES	Macon	city	1.17%
GA	JONES		COUNTY	5.00%
GA	LAURENS	DUBLIN	CITY	0.66%
GA	Laurens		COUNTY	5.00%
GA	MUSCOGEE	Columbus	city	0.81%
GA	newton		COUNTY	2.21%
GA	RICHMOND	Augusta	city	2.16%
GA	Twiggs		COUNTY	5.00%
GA	Wheeler		COUNTY	5.00%
GA	WHITFIELD	DALTON	CITY	5.00%
GA	WHITFIELD		COUNTY	5.00%
GA	Wilkinson		COUNTY	5.00%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Applicable Taxes and Surcharges - CTL - Hosted VoIP Interstate

State	Tax / Surcharge Description	Jurisdiction Level	Rate (as of 04/1/2020)
Georgia	Federal Universal Service Fund Surcharge	Federal	19.60%
	Administrative Expense Fee	Federal	1.50%
	Cost Recovery Fee	State	5.85%
	Property Surcharge	State	5.55%
	Franchise Cost Recovery	State	1.14%
	Franchise Cost Recovery	City/County	0.00% - 10.00%

Applicable Taxes and Surcharges - CTL - Hosted VoIP Intrastate

State	Tax / Surcharge Description	Jurisdiction Level	UPDATE 5/01/2020
Georgia	GA 911 Fee	City	\$1.50 Per Line
	Franchise Cost Recovery	State	1.14%
	Franchise Cost Recovery	City/County	0.00 - 10.00%

Franchise Cost Recovery Rates

STATE	COUNTY	CITY	Level	Geocode	New Rate
GA			state	110000000	1.14%
GA	APPLING	BAXLEY	CITY	110010120	5.00%
GA	BARTOW	Cartersville	city	110150220	5.00%
GA	BARTOW		COUNTY	110150000	2.69%
GA	BIBB	Macon	city	110210760	1.17%
GA	BIBB		COUNTY	110210000	0.60%
GA	CARROLL	BREMEN	CITY	110450150	5.00%
GA	CHATHAM	SAVANNAH	CITY	110511010	0.16%
GA	CLARKE	ATHENS	CITY	110590070	5.00%
GA	CLARKE		COUNTY	110590000	5.00%
GA	CLAYTON	FOREST PARK	CITY	110630510	0.96%
GA	COBB	Atlanta	city	110670080	1.29%
GA	COBB	Kennesaw	city	110671650	0.20%
GA	COBB	MABLETON	CITY	110670750	2.30%
GA	COBB	Marietta	city	110670790	0.40%
GA	COBB	Roswell	city	110670990	1.93%
GA	COBB	Smyrna	city	110671020	0.37%
GA	DEKALB	Atlanta	city	110890080	1.29%
GA	DEKALB	Atlanta	city	110891808	1.29%
GA	DEKALB	Chamblee	city	110890240	1.05%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

GA	DEKALB	Doraville	city	110890410	5.00%
GA	DEKALB	Dunwoody	city	110892004	0.99%
GA	DEKALB		COUNTY	110890000	0.73%
GA	DOUGHERTY	ALBANY	CITY	110950020	0.39%
GA	Dougherty		COUNTY	110950000	0.96%
GA	FULTON	Alpharetta	city	111211470	0.39%
GA	FULTON	Alpharetta	city	111171470	0.39%
GA	FULTON	Atlanta	city	111210080	1.29%
GA	FULTON	Hapeville	city	111210590	0.98%
GA	FULTON	Johns Creek	city	111210011	0.22%
GA	FULTON	Roswell	city	111210990	1.93%
GA	FULTON	Sandy Springs	city	111211811	0.90%
GA	FULTON		COUNTY	111210000	0.03%
GA	GWINNETT	BERKELEY LAKE	CITY	111352125	5.00%
GA	GWINNETT	Duluth	city	111351500	1.95%
GA	GWINNETT	Duluth	city	111211500	1.95%
GA	GWINNETT	Lawrenceville	city	111350720	1.60%
GA	GWINNETT	Norcross	city	111351440	1.68%
GA	GWINNETT	Suwanee	city	111352134	0.64%
GA	Gwinnett		COUNTY	111350000	0.46%
GA	HARALSON	BREMEN	CITY	111430150	5.00%
GA	JASPER	MONTICELLO	CITY	111592212	5.00%
GA	Jasper		COUNTY	111590000	5.00%
GA	JONES	Macon	city	111690760	1.17%
GA	JONES		COUNTY	111690000	5.00%
GA	LAURENS	DUBLIN	CITY	111750440	0.66%
GA	Laurens		COUNTY	111750000	5.00%
GA	MUSCOGEE	Columbus	city	112150280	0.81%
GA	newton		COUNTY	112170000	2.21%
GA	RICHMOND	Augusta	city	112450090	2.16%
GA	Twiggs		COUNTY	112890000	5.00%
GA	Wheeler		COUNTY	113090000	5.00%
GA	WHITFIELD	DALTON	CITY	113130360	5.00%
GA	WHITFIELD		COUNTY	113130000	5.00%
GA	Wilkinson		COUNTY	113190000	5.00%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Applicable Taxes and Surcharges - Webex Calling

State	Tax / Surcharge Description	Jurisdiction Level	Rates Updated 05/01/2020
Georgia	Property Tax Surcharge	State	5.55%
	Franchise Cost Recovery	State	1.14%
	Franchise Cost Recovery	City/County	0.00 - 10.00%

Franchise Cost Recovery Rates

STATE	COUNTY	CITY	Level	New Rate
GA			state	1.14%
GA	APPLING	BAXLEY	CITY	5.00%
GA	BARTOW	Cartersville	city	5.00%
GA	BARTOW		COUNTY	2.69%
GA	BIBB	Macon	city	1.17%
GA	BIBB		COUNTY	0.60%
GA	CARROLL	BREMEN	CITY	5.00%
GA	CHATHAM	SAVANNAH	CITY	0.16%
GA	CLARKE	ATHENS	CITY	5.00%
GA	CLARKE		COUNTY	5.00%
GA	CLAYTON	FOREST PARK	CITY	0.96%
GA	COBB	Atlanta	city	1.29%
GA	COBB	Kennesaw	city	0.20%
GA	COBB	MABLETON	CITY	2.30%
GA	COBB	Marietta	city	0.40%
GA	COBB	Roswell	city	1.93%
GA	COBB	Smyrna	city	0.37%
GA	DEKALB	Atlanta	city	1.29%
GA	DEKALB	Atlanta	city	1.29%
GA	DEKALB	Chamblee	city	1.05%
GA	DEKALB	Doraville	city	5.00%
GA	DEKALB	Dunwoody	city	0.99%
GA	DEKALB		COUNTY	0.73%
GA	DOUGHERTY	ALBANY	CITY	0.39%
GA	Dougherty		COUNTY	0.96%
GA	FULTON	Alpharetta	city	0.39%
GA	FULTON	Alpharetta	city	0.39%
GA	FULTON	Atlanta	city	1.29%
GA	FULTON	Hapeville	city	0.98%
GA	FULTON	Johns Creek	city	0.22%
GA	FULTON	Roswell	city	1.93%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
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GA	FULTON	Sandy Springs	city	0.90%
GA	FULTON		COUNTY	0.03%
GA	GWINNETT	BERKELEY LAKE	CITY	5.00%
GA	GWINNETT	Duluth	city	1.95%
GA	GWINNETT	Duluth	city	1.95%
GA	GWINNETT	Lawrenceville	city	1.60%
GA	GWINNETT	Norcross	city	1.68%
GA	GWINNETT	Suwanee	city	0.64%
GA	Gwinnett		COUNTY	0.46%
GA	HARALSON	BREMEN	CITY	5.00%
GA	JASPER	MONTICELLO	CITY	5.00%
GA	Jasper		COUNTY	5.00%
GA	JONES	Macon	city	1.17%
GA	JONES		COUNTY	5.00%
GA	LAURENS	DUBLIN	CITY	0.66%
GA	Laurens		COUNTY	5.00%
GA	MUSCOGEE	Columbus	city	0.81%
GA	newton		COUNTY	2.21%
GA	RICHMOND	Augusta	city	2.16%
GA	Twiggs		COUNTY	5.00%
GA	Wheeler		COUNTY	5.00%
GA	WHITFIELD	DALTON	CITY	5.00%
GA	WHITFIELD		COUNTY	5.00%
GA	Wilkinson		COUNTY	5.00%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Applicable Taxes and Surcharges - Webex Meetings

State	Tax / Surcharge Description	Jurisdiction Level	Rates Updated 05/01/2020
Georgia	Property Tax Surcharge	State	5.55%
	Franchise Cost Recovery	State	1.14%
	Franchise Cost Recovery	City/County	0.00 - 10.00%

Franchise Cost Recovery Rates

STATE	COUNTY	CITY	Level	New Rate
GA			state	1.14%
GA	APPLING	BAXLEY	CITY	5.00%
GA	BARTOW	Cartersville	city	5.00%
GA	BARTOW		COUNTY	2.69%
GA	BIBB	Macon	city	1.17%
GA	BIBB		COUNTY	0.60%
GA	CARROLL	BREMEN	CITY	5.00%
GA	CHATHAM	SAVANNAH	CITY	0.16%
GA	CLARKE	ATHENS	CITY	5.00%
GA	CLARKE		COUNTY	5.00%
GA	CLAYTON	FOREST PARK	CITY	0.96%
GA	COBB	Atlanta	city	1.29%
GA	COBB	Kennesaw	city	0.20%
GA	COBB	MABLETON	CITY	2.30%
GA	COBB	Marietta	city	0.40%
GA	COBB	Roswell	city	1.93%
GA	COBB	Smyrna	city	0.37%
GA	DEKALB	Atlanta	city	1.29%
GA	DEKALB	Atlanta	city	1.29%
GA	DEKALB	Chamblee	city	1.05%
GA	DEKALB	Doraville	city	5.00%
GA	DEKALB	Dunwoody	city	0.99%
GA	DEKALB		COUNTY	0.73%
GA	DOUGHER	ALBANY	CITY	0.39%
GA	Dougherty		COUNTY	0.96%
GA	FULTON	Alpharetta	city	0.39%
GA	FULTON	Alpharetta	city	0.39%
GA	FULTON	Atlanta	city	1.29%
GA	FULTON	Hapeville	city	0.98%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

GA	FULTON	Johns Creek	city	0.22%
GA	FULTON	Roswell	city	1.93%
GA	FULTON	Sandy Springs	city	0.90%
GA	FULTON		COUNTY	0.03%
GA	GWINNETT	BERKELEY LAKE	CITY	5.00%
GA	GWINNETT	Duluth	city	1.95%
GA	GWINNETT	Duluth	city	1.95%
GA	GWINNETT	Lawrenceville	city	1.60%
GA	GWINNETT	Norcross	city	1.68%
GA	GWINNETT	Suwanee	city	0.64%
GA	Gwinnett		COUNTY	0.46%
GA	HARALSON	BREMEN	CITY	5.00%
GA	JASPER	MONTICELLO	CITY	5.00%
GA	Jasper		COUNTY	5.00%
GA	JONES	Macon	city	1.17%
GA	JONES		COUNTY	5.00%
GA	LAURENS	DUBLIN	CITY	0.66%
GA	Laurens		COUNTY	5.00%
GA	MUSCOGE	Columbus	city	0.81%
GA	newton		COUNTY	2.21%
GA	RICHMOND	Augusta	city	2.16%
GA	Twiggs		COUNTY	5.00%
GA	Wheeler		COUNTY	5.00%
GA	WHITFIELD	DALTON	CITY	5.00%
GA	WHITFIELD		COUNTY	5.00%
GA	Wilkinson		COUNTY	5.00%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Applicable Taxes and Surcharges - Dial Tone

State	Tax / Surcharge Description	Jurisdiction Level	Rate (as of 04/01/2020)	Exemption Type
Georgia	Federal Excise Tax	Federal	3.00%	State Government
	State Universal Service Fund Surcharge	State	4.90%	
	Telecommunications Relay Service Surcharge	State	0.11 per line	
	City/County 911	City & County	\$1.00-\$1.50	State Government
	GA Sales Tax	State	4.00%	State Government
	GA Sales Tax	City & County	0.00% - 4.90%	State Government

Applicable Taxes and Surcharges - Port

State	Tax / Surcharge Description	Jurisdiction Level	Rate (as of 01/01/2020)
Georgia	Federal Universal Service Fund Surcharge	Federal	19.60%
	Administrative Expense Fee	Federal	1.50%
	Cost Recovery Fee	State	5.85%
	Property Surcharge	State	5.55%
	Franchise Cost Recovery	State	1.14%
	Franchise Cost Recovery	City/County	0.00% - 10.00%
	GA TRS	State	0.11 per line

Applicable Taxes and Surcharges - Call Features

State	Tax / Surcharge Description	Jurisdiction Level	Rate (as of 01/01/2020)	Exemption Type
Georgia	Federal Excise Tax	Federal	3.00%	State Government

Applicable Taxes and Surcharges - Intrastate Toll

State	Tax / Surcharge Description	Jurisdiction Level	Rate (as of 04/01/2020)
Georgia	Franchise Cost Recovery	State	1.14%
	Franchise Cost Recovery	City/County	0.00% - 10.00%
	State Universal Service Fund Surcharge	State	4.90%

Applicable Taxes and Surcharges - Interstate Toll

State	Tax / Surcharge Description	Jurisdiction Level	Rate (as of 04/01/2020)
Georgia	Federal Universal Service Fund Surcharge	Federal	19.60%
	Administrative Expense Fee	Federal	1.50%
	Cost Recovery Fee	State	5.85%
	Property Surcharge	State	5.55%
	Franchise Cost Recovery	State	1.14%
	Franchise Cost Recovery	City/County	0.00% - 10.00%

Franchise Cost Recovery Fee Rates

STATE	COUNTY	CITY	Level	Geocode	New Rate
GA			state	110000000	1.14%
GA	APPLING	BAXLEY	CITY	110010120	5.00%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

GA	BARTOW	Cartersville	city	110150220	5.00%
GA	BARTOW		COUNTY	110150000	2.69%
GA	BIBB	Macon	city	110210760	1.17%
GA	BIBB		COUNTY	110210000	0.60%
GA	CARROLL	BREMEN	CITY	110450150	5.00%
GA	CHATHAM	SAVANNAH	CITY	110511010	0.16%
GA	CLARKE	ATHENS	CITY	110590070	5.00%
GA	CLARKE		COUNTY	110590000	5.00%
GA	CLAYTON	FOREST PARK	CITY	110630510	0.96%
GA	COBB	Atlanta	city	110670080	1.29%
GA	COBB	Kennesaw	city	110671650	0.20%
GA	COBB	MABLETON	CITY	110670750	2.30%
GA	COBB	Marietta	city	110670790	0.40%
GA	COBB	Roswell	city	110670990	1.93%
GA	COBB	Smyrna	city	110671020	0.37%
GA	DEKALB	Atlanta	city	110890080	1.29%
GA	DEKALB	Atlanta	city	110891808	1.29%
GA	DEKALB	Chamblee	city	110890240	1.05%
GA	DEKALB	Doraville	city	110890410	5.00%
GA	DEKALB	Dunwoody	city	110892004	0.99%
GA	DEKALB		COUNTY	110890000	0.73%
GA	DOUGHERTY	ALBANY	CITY	110950020	0.39%
GA	Dougherty		COUNTY	110950000	0.96%
GA	FULTON	Alpharetta	city	111211470	0.39%
GA	FULTON	Alpharetta	city	111171470	0.39%
GA	FULTON	Atlanta	city	111210080	1.29%
GA	FULTON	Hapeville	city	111210590	0.98%
GA	FULTON	Johns Creek	city	111210011	0.22%
GA	FULTON	Roswell	city	111210990	1.93%
GA	FULTON	Sandy Springs	city	111211811	0.90%
GA	FULTON		COUNTY	111210000	0.03%
GA	GWINNETT	BERKELEY LAKE	CITY	111352125	5.00%
GA	GWINNETT	Duluth	city	111351500	1.95%
GA	GWINNETT	Duluth	city	111211500	1.95%
GA	GWINNETT	Lawrenceville	city	111350720	1.60%
GA	GWINNETT	Norcross	city	111351440	1.68%
GA	GWINNETT	Suwanee	city	111352134	0.64%
GA	Gwinnett		COUNTY	111350000	0.46%
GA	HARALSON	BREMEN	CITY	111430150	5.00%
GA	JASPER	MONTICELLO	CITY	111592212	5.00%
GA	Jasper		COUNTY	111590000	5.00%
GA	JONES	Macon	city	111690760	1.17%
GA	JONES		COUNTY	111690000	5.00%
GA	LAURENS	DUBLIN	CITY	111750440	0.66%
GA	Laurens		COUNTY	111750000	5.00%
GA	MUSCOGEE	Columbus	city	112150280	0.81%
GA	newton		COUNTY	112170000	2.21%
GA	RICHMOND	Augusta	city	112450090	2.16%
GA	Twiggs		COUNTY	112890000	5.00%
GA	Wheeler		COUNTY	113090000	5.00%
GA	WHITFIELD	DALTON	CITY	113130360	5.00%
GA	WHITFIELD		COUNTY	113130000	5.00%
GA	Wilkinson		COUNTY	113190000	5.00%

EXHIBIT 1 (CATALOGUE OF SERVICES, SERVICE LEVELS, PRICING)
CenturyLink

Applicable Taxes and Surcharges - CPE

State	Tax / Surcharge Description	Jurisdiction Level	Rates Updated 05/01/2020	Exemption
Georgia	GA Sales Tax	State	4.00%	State Government
	GA Sales Tax	City/County	1.00 - 5.00%	State Government
	GA Sales Tax	District	1.00 - 5.00%	State Government

Applicable Taxes and Surcharges - CPEaaS

State	Tax / Surcharge Description	Jurisdiction Level	Rates Updated 05/01/2020	Exemption
Georgia	GA Sales Tax	State	4.00%	State Government
	GA Sales Tax	City/County	1.00 - 5.00%	State Government
	GA Sales Tax	District	1.00 - 5.00%	State Government

CENTURYLINK SERVICE APPENDIX
GTA DIRECT – NETWORK SERVICES RFP

1. Service. CenturyLink will provide Service in accordance with the Agreement, including all applicable Service Schedules, Service Exhibits, Statements of Work, Order(s), pricing attachments, and any other documents that are attached or expressly incorporated into the Agreement (“Service Attachments”). The following Service Attachments, if any, are initially attached and incorporated into the Agreement. Upon mutual agreement of the parties, additional Service Attachments may be added by Amendment. Reference to the applicable Service Attachment(s) from the list below will be included in each Statement of Work.

- **CenturyLink Engage Service Schedule**
- **Cisco Webex Calling delivered by CenturyLink Service Schedule**
- **Managed Cisco SD-Wan Service – Service Schedule**
- **CenturyLink® Managed Premises Firewall Service – Service Schedule**
- **CenturyLink Network Firewall Service – Service Schedule**
- **Rental CPE Service Exhibit**
- **SD-WAN Service Exhibit**
- **CenturyLink® Wavelength Lease Service (former Level 3) – Service Schedule**
- **CenturyLink® Distributed Denial of Service Mitigation Service**
- **Level 3® Enterprise Voice SIP Based Services**
- **Internet Services Service Schedule**
- **CenturyLink® MPLS (IPVPN and VPLS) VPN Service**
- **Tailored Experience: Managed Network Services – Service Schedule**
- **CenturyLink IQ® Wireless Backup Service Offer Attachment**
- **CenturyLink® Ethernet Line Service, Ethernet Local Area Network Service, Ethernet Access Service, Ethernet Private Line Service, and Ethernet Virtual Private Line Service (Lease) – (Former Level 3® Services) Service Schedule**
- **Cisco Hosted Collaboration Solution Delivered by CenturyLink Service Exhibit**
- **CenturyLink Hosted VOIP Service Exhibit**
- **Managed Enterprise with Cisco Meraki Service Exhibit**
- **CenturyLink Enterprise Broadband Access Services – Service Schedule**
- **Domestic CenturyLink IQ® Networking Service Exhibit**
- **CenturyLink IQ® Managed Data Bundle Offer Attachment**
- **Local Access Service Exhibit**
- **CenturyLink Metro Dark Fiber Service – Lease (North America) Service Schedule**
- **Standard Terms and Conditions for Communications Services**
- **Cisco Webex Services, Delivered by CenturyLinkSM**
- **CenturyLink Select Advantage Service Exhibit**
- **CenturyLink IQ® Data Bundle Offer Attachment**

2. Service Levels.

(a) Any “Service Level” applicable to Services are contained in the Service Attachments applicable to each Service. If CenturyLink does not meet a Service Level, CenturyLink will issue to Customer a credit as stated in the applicable Service Attachment on Customer’s request, except that credits will not be provided for Excused Outages. CenturyLink’s maintenance log and trouble ticketing systems are used to calculate Service Level events. Excused Outages mean scheduled maintenance under Section 8 and force majeure events, unless otherwise defined in a Service Attachment.

(b) Unless otherwise set forth in a Service Attachment, to request a credit, Customer must contact Customer Service (contact information is located at <http://www.level3.com>) or deliver a written request with sufficient detail to identify the affected Service. The request for credit must be made within 60 days after the end of the month in which the event occurred. Total monthly credits will not exceed the charges for the affected Service for that month. Customer’s sole remedies for any nonperformance, outages, failures to deliver or defects in Service are contained in the Service Levels applicable to the affected Service.

3. Affiliates. CenturyLink may use a CenturyLink affiliate or a third party to provide Service to Customer, but CenturyLink will remain responsible to Customer for Service delivery and performance. The CenturyLink affiliate providing services will be indicated on the applicable Service Attachment, SOW, and/or the invoice for service.

CENTURYLINK ENGAGE SERVICE SCHEDULE

1. Applicability. This Service Schedule applies when Customer orders CenturyLink Engage™ Service ("Service"). This Service Schedule incorporates the terms of the Master Service Agreement or other service agreement pursuant to which CenturyLink provides services to Customer (the "Agreement"). CenturyLink may subcontract any or all of the work to be performed under this Service Schedule. All capitalized terms that are used but not defined in this Service Schedule are defined in the Agreement or Order.

2. CenturyLink Engage Service Description. Service is an internet protocol ("IP") based service that provides real-time two-way voice capability in IP over an internet connection coupled with other Unified Communications ("UC") features. Customer may purchase Service on a per package basis. Service packages include specific features based on package type. In addition to the Service, Customer may also purchase IP handsets and accessories ("IP Device(s)") from CenturyLink, or utilize IP Devices previously owned by Customer, that are approved for use with the Service.

2.1 Packages.

(a) Calling Package. The Calling Package allows end user to make and receive voice calls and includes standard telephony features and a Soft Phone. Soft Phone means software for an IP enabled device that allows Customer's end users to use the Service and make and receive calls on that device.

(b) Team Package. The Team Package has the call capabilities and telephony features of the Calling Package as well as access to collaboration features including instant messaging, team workspaces and audio/video conferencing.

(c) Call Center Supervisor Package. The Call Center Supervisor Package has the call capabilities, telephony and collaboration features included in the Team Package and provides for the set-up, management, and reports associated with a call center. This package requires the purchase of at least one Call Center Agent Package at the same location.

(d) Call Center Agent Package. The Call Center Agent Package has the call capabilities, telephony and the collaboration features included in the Team Package and allows agents to receive calls based on the design set up by the Call Center Supervisor. This package requires the purchase of at least one Call Center Supervisor package at the same location.

2.2 Features and Optional Services. The full list and description of standard and optional features is found at <https://www.centurylink.com/business/voice/hosted-voip.html#features>. The content in the Features section may change at CenturyLink's discretion and will be effective upon posting.

2.3 Local and Outbound Domestic Long Distance Service. Local calls are included in the Calling Package, Team Package, Call Center Supervisor Package and Call Center Agent Package MRCs. Long distance charges for outbound domestic US calls, are included in the package MRC unless the long distance usage is deemed Excessive Usage. "Excessive Usage" means (a) the long distance usage associated with the Service) exceeds 1000 minutes of use ("MOUs") per package per month on 50% or more of Customer's total packages for three consecutive months; or (b) that in CenturyLink's reasonable judgement Customer's usage disproportionately terminates to and/or originates in high cost areas. If long distance usage is Excessive Usage CenturyLink may upon notice, in addition to any other rights or remedies, terminate the Service or begin to charge for domestic long distance on a per minute basis at the Excessive Usage rates located at <http://www.centurylink.com/legal/engage/engage-usage-rates.pdf> or at such other rates as CenturyLink may provide in the notice to Customer. Long distance charges for Excessive Usage may be updated at CenturyLink's discretion effective upon posting.

2.4 Directory Assistance and International Long Distance Service. An additional per call rate will be charged for all Directory Assistance usage. Additional per minute usage charges will apply to international outbound long distance calls. Directory assistance and international long distance rates can be found at <http://www.centurylink.com/legal/engage/engage-usage-rates.pdf> or such other site as CenturyLink may designate. The countries, standard minimum call durations and billing increments, and pricing may be updated at CenturyLink's discretion effective upon posting.

2.5 Service Conditions. The following conditions apply to the Service:

(a) Site Conditions. Customer is responsible for ensuring that its Customer data network/equipment and premise environment ("Customer Environment) is fully prepared for the convergence of voice and data services during the Term. Customer is responsible for fully understanding how changes in its data network will affect voice quality and reliability of the Service. The addition of new data network applications, increased usage, movement of Customer personnel, and equipment failures can all have an impact on the Service using that network. CenturyLink has no liability for Service deficiencies or interruptions caused by failures or malfunctions in the Customer Environment.

(b) Access. Customer must provide CenturyLink and/or its representative access to the Customer premises to the extent reasonably determined by CenturyLink to support Service. Customer must cooperate with any third-party approved by CenturyLink to assist in provisioning at the Customer's site. Customer is responsible for providing a safe place to work at its premises and complying with all laws and regulations regarding the working conditions at its premises.

(c) Telemarketing. With respect to any outbound long distance: (a) Per the Federal Trade Commission ("FTC"), telemarketers are required to transmit their telephone number to Caller ID services. As such, all telemarketers using CenturyLink commercial services are required to provide CPN/pseudo-CPN and a CGN provisioned with the service: IF A TELEMARKETER DOES NOT PROVIDE CENTURYLINK WITH A NUMBER FOR THIS PURPOSE, THE CALL WILL BE BLOCKED BY CENTURYLINK; and (b) Federal Do Not

CENTURYLINK ENGAGE SERVICE SCHEDULE

Calls rules require that companies that telemarket or engage in telephone solicitations adhere to the requirements set forth in 47 C.F.R. section 64.1200 (FCC) and 16 C.F.R. Part 310 (FTC). Please consult with your company's legal advisor for more information.

(d) Unsupported Calls. The Service does not support collect or third-party billing. The Service does not support operator services, 900, 976 and/or x11 services (other than 911, 811, 711 and 411 dialing) in all service areas.

(e) Area of use. The Service is intended to be used only at one location that is specified by the Customer as the place of use for a particular TN and is within the United States (not including U.S. territories). Customer may not use IP enabled stationary devices that are assigned to, designated for, or configured for use at one location in any other location, unless Customer has requested a change of its Registered Location, and has received approval and the Emergency Services Update Confirmation from CenturyLink as set forth in the "Use of Service at a Different Location" section below. Emergency calls automatically route to the appropriate emergency response center based upon the Registered Location. The definition of "Registered Location" is found in the "Emergency Calling Capability and Customer's Obligations and Acknowledgement of Limitations" below. If Customer or an End User tries to use the Service (i) at a location other than a Registered Location (including without limitation, using IP enabled devices assigned to, designated for, or configured for use at one location in a different location) or (ii) outside of the United States (including in any U.S. territories), they do so at their own risk (including without limitation, the risk that Customer will not have access to emergency services and/or such activity violates local laws in the jurisdiction where Customer or an end user tries to use the Service).

(f) Use of Service at a Different Location. Customer may only use the Service at the Registered Location for that TN. Customer must obtain CenturyLink's approval to change the Registered Location by submitting a Registered Location change request at <https://portal.centurylink.com/au-centurylink-engage/app/911/request-address-update>. Customer must submit a Registered Location change request before using Service at any location other than the Registered Location. Failure to obtain CenturyLink's approval is prohibited and constitutes a misuse of the Service. Such misuse will result in emergency calls being routed to the incorrect emergency response operator based on incorrect address information. Upon submission of Customer's Registered Location change request, CenturyLink will reject the request, or accept and begin processing the request. If CenturyLink accepts Customer's Registered Location change request the request will be processed and upon completion Customer will see a message that indicates that Customer's Registered Location has been updated to the address listed ("Emergency Services Update Confirmation"). Any emergency calls placed prior to receiving the Emergency Services Update Confirmation will be routed according to the last Registered Location. If, upon submission of a Registered Location change request, CenturyLink rejects the change request, Customer understands that CenturyLink has not approved using the Service at that new location and, as such, Customer is prohibited from using the Service there. To ensure proper routing of emergency calls, Customer and its end users must not install or use IP Devices or Soft Phones with the Service to make emergency calls at another address without following the above address change process.

(g) Compliance. The Service cannot be used for any unlawful, abusive, or fraudulent purpose, including without limitation, using the Service in a way that: (i) interferes with CenturyLink's ability to provide service to CenturyLink customers; (ii) avoids Customer's obligation to pay for communication services; (iii) constitutes a criminal offense; (iv) gives rise to a civil liability; or (v) otherwise violates any laws. Without limiting the foregoing, the Service cannot be used for autodialing, predictive dialing, chat lines, continuous or extensive call forwarding, fax broadcasting or fax blasting, or for any other uses that result in usage inconsistent with normal usage patterns. Customer is responsible for complying with all laws and regulations in connection with its use of the Service, including all applicable call recording laws related to Customer's use of a Call Recording feature, if any.

(h) Authorized Use. Customer and its end users are the only parties authorized to access the Service. Customer has no right to transfer any licenses assigned to it in association with the Service in any way. 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 Schedule Customer is responsible for fraudulent or unauthorized use of the Service.

(i) Power Outages; Internet Connectivity, Customer Environment and CPE Failures; Maintenance Work;. The Service will not operate (including, without limitation, end users will be unable to access emergency services) if any of the following items fail: (i) power used with the Service; (ii) the Internet Connectivity used with the Service (including without limitation, failures caused by suspension or termination of the Internet Connectivity under the terms of that service); (iii) the Customer Environment; (iv) IP enabled devices used with the Service. Additionally, the Service will not operate (including, without limitation, end users will be unable to access emergency services) while maintenance work is being performed,

(j) Privacy. CenturyLink, its affiliates and third-party vendors, may access and use information regarding Customer bandwidth usage and performance of the Service to perform maintenance, support, and other service-quality activities and (ii) verify AUP compliance and network performance.

(k) Telephone Numbers. Customer must select at least one telephone number ("TN") for use with Service. The TNs may be new TNs or existing TNs that are currently subscribed to a local exchange carrier for local, local toll and/or long distance telecommunications service and ported to CenturyLink for use with the Service ("Ported TNs"). Customer is responsible for providing all information necessary for CenturyLink to facilitate the use of the Ported TNs with the Service. If Customer does not order new TNs from CenturyLink, and Ported TNs are not ported within 60 days of the request to port TNs for a specific location, CenturyLink reserves the right to terminate Service at that location. If Customer requests cancellation of Service, it is Customer's sole responsibility to arrange porting of any telephone numbers Customer wants to retain. If porting of numbers is not completed within 30 days following Customer's request for Service cancellation, CenturyLink may terminate Service and Customer will lose all telephone numbers. There may be limitations to porting telephone numbers between voice service providers. Due to the geographic nature of telephone numbers and the differences with the geographic areas that

CENTURYLINK ENGAGE SERVICE SCHEDULE

service providers are authorized to serve, telephone numbers ported or otherwise served by VoIP service providers may not be portable by other voice service providers.

(l) End User License Agreements. To utilize certain features of the Service, Customer and its end users must agree to applicable software license agreements governing such software from CenturyLink's software vendors. If Customer or its end users decline, they will not be able to use the applicable features of the Service. All software license agreements are between Customer (including its end users) and CenturyLink's software vendors. CenturyLink has no obligations or responsibility for such software. Customer's sole rights and obligations related to such software, in any way, are governed by the terms of the software license agreements with CenturyLink's vendors. Notwithstanding any provisions in a third-party provider's end user license agreement, if Customer or its end users use the third-party software with Service for calling, the Service will support emergency calling with the software, provided Customer and its end users expressly follow the instructions for emergency calling found in this Service Schedule and in the Advisory for the Service. In part, those instructions state that a Customer end user must not use the third-party software client to make emergency calls except from that end user's Registered Location. Use at a location other than the Registered Location may route emergency calls to an incorrect emergency response dispatch center, potentially delaying emergency services. CenturyLink strongly recommends Customer and its end users become familiar with all of the functional limitations described in this Service Schedule and the Advisory. The definition of "Advisory" and the URL to access the Advisory pertaining to CenturyLink Engage is found in the "Emergency Calling Capability and Customer's Obligations and Acknowledgement of Limitations" section below.

(m) Customer's Use of Third-Party Content. Customer is responsible for all content it uses in the music on hold feature of the Service. Customer agrees that it has rights from third parties to use any content belonging to others and will not use any content that is unlawful or violates any copyright, trademark or other laws protecting intellectual property.

(n) Security. CenturyLink has implemented reasonable security measures to protect Customers' shared or processed data. However, those measures do not include disaster recovery or data backup services. Customers are solely responsible for storing and backing up sensitive information processed or communicated via the service, including information stored in voicemail. Security measures do not extend to transmission services not owned or controlled by CenturyLink used in connection with services, including SMS text facsimile, and e-mail. If Customers elect to use a non-CenturyLink transmission system to transmit or receive data stored on CenturyLink systems (in any format, e.g., .WAV files or speech-to-text), CenturyLink makes no representations regarding the security or compliance of those transmission systems. CenturyLink is not responsible for the security of those transmissions. CenturyLink will not assume nor bear any responsibility for determining whether a non-CenturyLink transmission system is appropriate for transmitting Customer data, or if other security measures are necessary. Any and all security-related issues discovered by Customer must be reported to CenturyLink within 24 hours of discovery.

2.6 Service Levels. Service is subject to the CenturyLink Service Level Agreement ("SLA"). The SLA is posted at <http://www.centurylink.com/legal/>. CenturyLink reserves the right to amend the SLA effective upon posting to the website or other notice to Customer. Customer will not be entitled to SLA remedies if Service fails to meet a CenturyLink SLA due to a failure, malfunction, or insufficiency of Internet Connectivity, IP Devices, or any other services, facilities, and components relating to Service, including without limitation Customer Environment. Internet Connectivity and IP Devices,) are not included in the SLA measurement. The SLA remedy is Customer's sole remedy for any nonperformance, outages, failures to deliver or defects in Service. SLA remedies will not be available for Excused Outages. Excused Outages mean scheduled maintenance and force majeure events.

2.7 No Resale. Notwithstanding anything to the contrary in the Agreement, the Service is a retail only service, resale of the Service in any form is strictly prohibited, and Customer may not resell or incorporate these Services into services it sells to third parties.

3. IP Devices. CenturyLink may provide IP handsets and accessories ("IP Devices") for Customer's purchase and use with the Service. Purchased IP Devices may be charged as a one-time non-recurring charge ("NRC") or may be charged in equal monthly installments distributed evenly throughout the Service Term that applies to the Business Location associated with the IP Devices. "Business Location" means the service address where the Service is ordered. If an IP Device is purchased at a Business Location after the beginning of a Service Term, the charges associated with that IP Device will be assessed as a one-time NRC. If Customer terminates all Service at a Business Location before the conclusion of the Service Term, any and all outstanding charges for Customer's purchased IP Devices associated with that Business Location will be billed and due in full upon termination. Installation for IP Devices may be purchased separately for a one-time NRC. Any IP Device used with the Service must be listed on the CenturyLink Approved IP Device List for use with the Service. CenturyLink may add to the CenturyLink Approved IP Device List from time to time and the list can be found at <https://www.centurylink.com/business/voice/hosted-voip.html#devices>. All CenturyLink-provided IP Devices and any software associated with any IP Device or which is necessary to utilize the Service via the IP Device are subject to all applicable terms and conditions set forth by the manufacturer or publisher, available upon request, including but not limited to any end-user license agreements, warranties, and return material authorization policies. CenturyLink is not responsible for any maintenance or management of IP Devices utilized by Customer in association with Service. Should Customer utilize IP Devices not provided by CenturyLink, Customer hereby releases CenturyLink from any and all liability relating in any way to those IP Devices.

All sales of IP Devices to Customer by CenturyLink in association with the Service are final. Customer will pay all applicable shipping charges for the IP Devices. Ownership and all risk of loss of IP Devices except damage caused by CenturyLink, its agents or subcontractors, will transfer to Customer when the IP Devices ship from the manufacturer. CenturyLink will invoice Customer for IP Devices upon delivery confirmation. Until Customer pays CenturyLink in full for any IP Devices, Customer (1) grants to CenturyLink a continuing security interest in such IP Devices, including additions, replacements and proceeds; (2) authorizes CenturyLink to file a financing statement with or without Customer's signature, and (3) will not transfer the IP Devices or change its name or organizational status except upon at least 30 days prior written notice to CenturyLink. IP Devices are sold on an "as-is and where-is" basis, with no

CENTURYLINK ENGAGE SERVICE SCHEDULE

representations or warranties of any kind, including no warranties of merchantability or fitness for a particular purpose. CenturyLink will pass-through and assign to Customer all applicable warranties provided by the manufacturer or vendor of the applicable IP Devices.

As between CenturyLink and Customer, Customer will bear the entire risk of loss, theft, casualty, destruction or damage to any IP Device following delivery from any cause whatsoever (collectively, "Loss"). Customer agrees to advise CenturyLink in writing within five business days of any such Loss. In no event will such Loss relieve Customer of the obligation to pay CenturyLink any amounts due hereunder. Where a new IP Device is purchased due to Loss or damage, Customer will pay: (a) the full replacement value of the damaged IP Device, and (b) a one-time charge to cover CenturyLink's cost to ship the new IP Device. The terms and conditions in this Service Schedule will continue to apply. The replacement IP Device may or may not be the same model.

4. Internet Connectivity. Internet Connectivity is not part of the Service and Customer must obtain it separately.

4.1 Customer Responsibilities

(a) Customer is responsible for providing internet access ("Internet Connectivity") that is compatible with the Service and meets the minimum speeds necessary to support the Service. Customer will be responsible for troubleshooting all Quality of Service ("QoS") and connectivity issues including, but not limited to, engaging the Internet Connectivity provider on outage and quality issues

4.2 CenturyLink Responsibilities

(a) If Customer experiences Service performance issues at any location, CenturyLink will work with customer to isolate the problem. However, CenturyLink's sole obligation will be to provide IP phone or software client configurations to Customer. CenturyLink will not troubleshoot voice quality issues associated with Internet Connectivity that is not provided by CenturyLink, and CenturyLink will not work with a third-party Internet Connectivity provider on behalf of Customer.

(b) The performance and quality of the Service depends upon the Internet Connectivity obtained by Customer. CenturyLink does not guarantee the quality of Service or that Service will perform as described in the Service Exhibit. This includes, but is not limited to, placing and receiving calls (including emergency calls), transmission of data, use of optional features, and use of IP phones, soft phones and/or portals.

(c) Regardless of any provisions to the contrary in the Agreement, CenturyLink shall have no liability whatsoever for Service issues at any location related to or caused by the misconfiguration, or failure of the Internet Connectivity or any equipment of the Customer or Internet Connectivity provider.

5. Access to Emergency Response Services.



POTENTIALLY HAZARDOUS SITUATION WHICH IF NOT AVOIDED COULD RESULT IN DEATH OR SERIOUS INJURY. PLEASE READ CAREFULLY.

CENTURYLINK RECOMMENDS THAT CUSTOMER AND END USERS ALWAYS HAVE AN ALTERNATIVE MEANS OF ACCESSING TRADITIONAL EMERGENCY SERVICES.

5.1 Emergency Calling Capability and Customer's Obligations and Acknowledgement of Limitations. Customer will ensure that user locations are current by providing address information (also known as automatic location identification/"ALI" in North America and calling line identifier/"CLI" in Europe) to CenturyLink (the "Registered Location") conforming to the numbering schemes or regulatory requirements applicable to the jurisdiction for the Registered Location. Customer will obtain CenturyLink's approval of the Registered Location prior to using the Service and update the Registered Location via the portal or other method supplied by CenturyLink. Customer understands that Registered Location updates do not occur immediately. CenturyLink will provide Emergency Calling capability associated with the Service as required by law. "Emergency Calling" is the ability to access emergency response services associated with the Registered Location, subject to each party's obligations and limitations, by dialing the relevant emergency numbers in a jurisdiction (e.g. 911, 999, 112). Customer is responsible for understanding the local jurisdictional laws pertaining to Emergency Calling, including but not limited to the requirements regarding the level of detail to be provided related to Registered Locations, associated with the Service. CenturyLink specifically disclaims any such obligation.

Service provides access to emergency response services on stationary and mobile devices. When using the Service for Emergency Calling purposes, Customer's end users should always state the nature of the emergency and include their location and telephone number. Emergency response services may not be able to call the end user back if the call is not completed, dropped or disconnected, or if end users are unable to provide their phone number and physical location. Access to emergency response services may not be available under certain circumstances. *CenturyLink will provide labels that indicate that the emergency response services have limited availability and functionality when used with Service, and CenturyLink recommends that such labels be placed on or near the equipment associated with the Services. Disclosures of the general and Service-specific limitations associated with accessing emergency response services (the "Advisory") are available to Customer at <http://www.centurylink.com/legal/HVIQSIP/911advisory.pdf>. Effective upon posting, CenturyLink may modify the Emergency Calling limitations or requirements provided in the Advisory if in CenturyLink's reasonable opinion modifications are necessary or advisable to comply with the currently evolving Emergency Calling laws, rules and regulations.* Customer acknowledges that it has been advised of its obligations and the emergency services limitations contained in the Advisory, and further acknowledges its understanding by signing the applicable Order for Service. Customer will notify all end users of the limitations to access emergency response services as described above and in the Advisory. Customer should provide its end users with a copy of the Advisory and the associated URL.

CENTURYLINK ENGAGE SERVICE SCHEDULE

- 7. Service Term.** Services may be ordered on a month-to-month basis or for a Service Term. All Services at a Business Location will be coterminous with the Service Term of the first Service provided at that Business Location regardless of when any subsequent Services are ordered. At the end of the Service Term any remaining Service at that Business Location will continue month-to-month, and rates are subject to change upon 30 days' notice from CenturyLink.
- 8. Cancellation and Termination Charges.** If Customer cancels an Order for Service prior to the delivery of a Connection Notice cancellation charges may apply. If Customer terminates all Services at a Business Location prior to the expiration of the Service Term for that Business Location, or if all Services at a Business Location are terminated by CenturyLink as the result of Customer's default, Customer will pay early termination charges as set forth in the Agreement for the peak number of Services ordered at that Business Location.
- 9. Billing and Charges.** Customer shall pay MRCs, NRCs and usage charges for the Service and any additional charges for certain activities or features as set forth in the Order. Usage charges are based on actual use of Service based on a call duration that begins when the called party answers as determined by answer supervision and ends when either party disconnects the call.
- 10. Acceptable Use Policy and Privacy Policy.** Customer must comply with the CenturyLink Acceptable Use Policy ("AUP"), which is available at <http://www.centurylink.com/legal> for Service purchased under this Service Schedule and acknowledge the CenturyLink Privacy Policy, which is available at <http://www.centurylink.com/aboutus/legal/privacy-policy.html>. CenturyLink may reasonably modify these policies to ensure compliance with applicable laws and regulations and to protect CenturyLink's network and customers.
- 11. E-Mail Information/Updates.** Customer acknowledges and agrees that CenturyLink may contact Customer via e-mail at the e-mail address provided to CenturyLink when Customer ordered the Service for any reason relating to the Service. Customer further agrees to provide CenturyLink with any and every change to its e-mail address by updating its e-mail address on the <https://www.centurylink.com/business/login/>.

CENTURYLINK ENGAGE SERVICE SCHEDULE

ATTACHMENT A WARNING LABELS (US)

WARNING:
E911 Service May be Limited or Not Available
Emergency Calling Service/E911 will not be available if
Your broadband/interconnect connection has failed or is disconnected
Your electrical power is disrupted
The current location of your handset has not been registered with your service provider
If you are unable to immediately complete a 911 call, PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

WARNING:
E911 Service May be Limited or Not Available
Emergency Calling Service/E911 will not be available if
Your broadband/interconnect connection has failed or is disconnected
Your electrical power is disrupted
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Your broadband/interconnect connection has failed or is disconnected
Your electrical power is disrupted
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Your electrical power is disrupted
The current location of your handset has not been registered with your service provider
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Emergency Calling Service/E911 will not be available if
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Your electrical power is disrupted
The current location of your handset has not been registered with your service provider
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E911 Service May be Limited or Not Available
Emergency Calling Service/E911 will not be available if
Your broadband/interconnect connection has failed or is disconnected
Your electrical power is disrupted
The current location of your handset has not been registered with your service provider
If you are unable to immediately complete a 911 call, PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

CISCO WEBEX CALLING DELIVERED BY CENTURYLINK SERVICE SCHEDULE

1. **Applicability.** This Service Schedule applies when Customer orders Cisco Webex® Calling delivered by CenturyLink ("Service"). This Service Schedule incorporates the terms of the Master Service Agreement or other service agreement pursuant to which CenturyLink provides services to Customer (the "Agreement"). Terms used but not defined herein shall have the meaning set forth in the Agreement, and any capitalized or other technical terms used herein, but not defined herein or in the Agreement, will be defined as commonly understood in the industry. Customer expressly agrees that CenturyLink may use third party suppliers to provide the Service, provided that CenturyLink remains responsible to Customer hereunder. Service is subject to availability.

2. **Service.** The Service includes Cisco Webex Calling ("Webex Calling") and voice connectivity. In addition to the Service Customer must separately purchase and pay for Internet Connectivity for use with the Service.

2.1 Description. The Service is an Internet protocol ("IP") application that provides real time, two-way communication capability in IP over a broadband connection. Customer purchases the Service on a per license basis. Additional information regarding features supported by the Service is available from CenturyLink upon request.

(a) Cisco Webex Calling. As part of the Service, CenturyLink includes a cloud-based PBX unified communications service hosted by Cisco that consists of a core set of voice business communication features. Customer will receive the Webex Calling features, supported by CenturyLink. A list of Webex Calling features is available upon request. Webex Calling is available in two station types:

- **Enterprise Station.** Enterprise Station is a full feature calling and collaboration seat. The seat includes standard PBX telephony features and Webex team collaboration features. This station is intended for Customer's contractors or employees using the Service as part of their job duties.
- **Common Area Station.** Common Area Station provides dial tone and limited telephony features intended for common area locations like a breakroom, lobby or cafeteria.

(b) Voice Connectivity. As part of the Service, CenturyLink provides voice connectivity, which includes connectivity to the Public Switched Telephone Network ("PSTN"), that allows inbound and outbound telephone calls for the Cisco Webex Calling component.

(i) Local, Domestic Long Distance, 8XX and On-Net Calls. Local calls, U.S. outbound domestic long distance, 8XX outbound calls, and On-Net Calls are included in the Service MRCs. An On-Net Call means calls between the Service and any of the following CenturyLink services: CenturyLink UCaaS SIP Trunk, UCaaS Hosted PBX, Hosted VoIP, IQ SIP Trunk, Managed Office, Managed Office Essentials SIP Trunk (Sonus platform), Managed VoIP, Analog VoIP, Digital VoIP, Cisco Webex Calling delivered by CenturyLink or Integrated Access, and that are transmitted through the Service entirely over the CenturyLink IP network and not the PSTN or another carrier's IP network. Inbound domestic toll free is not provided as part of the Service.

(ii) International Long Distance Calls. Additional per minute charges apply to all outbound international long distance calls except On-Net Calls. Standard per minute rates for international long distance are shown in the ISS. "ISS" means Information Services Schedule which can be found at http://www.centurylink.com/tariffs/qcc_info_services.pdf and which is subject to change. The ISS contains the current standard rates for non-On Net international calls. International toll free services are not available with the Service. Inbound international toll free is not provided as part of the Service.

(iii) Operator Services. No collect or third party billing calls are supported. Pricing for Operator Services is located in the FCC Operator Services Informational Tariff posted at: http://www.centurylink.com/tariffs/fcc_clc_ops_t.pdf.

(iv) Directory Listing. An additional MRC applies to each basic business white page listing of a telephone number.

(v) Directory Assistance. A flat per call charge applies to directory assistance.

(vi) Available TNs. An available number is an unallocated number Customer retains in a pool for later use. An additional MRC applies for each available TN.

(c)

(d) Approved Devices. Any IP Phones or Analog Telephony Adapter ("IP Device") used with the Service must be an Approved Device. "Approved Device" means IP Devices approved by CenturyLink for use with the Service. A list of Approved Devices is available upon request. All IP Devices used with the Service must include an operating system that complies with CenturyLink's minimum requirements; and be re-imaged or programmed by CenturyLink to work with the Service. CenturyLink has no liability for Service deficiencies or interruptions caused by Customer, its employees, contractors or agents, or end users reconfiguring or misconfiguring IP Devices used with the Service.

2.2 Service Conditions. The following conditions apply to the Service:

(a) Site Conditions. Customer is responsible for ensuring that its Customer data network/equipment and premise environment ("Customer Environment") is fully prepared for the convergence of voice and data services during the Term. Customer is responsible for fully understanding how changes in its data network will affect voice quality and reliability of the Service. The addition of new data network applications, increased usage, movement of Customer personnel, and equipment failures can all have an impact on Service using that network. CenturyLink has no liability for Service deficiencies or interruptions caused by failures or malfunctions in the Customer Environment.

(b) Access. Customer must provide CenturyLink and/or its representative access to the Customer premises to the extent reasonably determined by CenturyLink for the installation, repair, replacement, inspection and scheduled or emergency maintenance of the Service, if provided as part of the Service for a specific Customer location. Customer is responsible for providing a safe place to work at its premises and complying with all laws and regulations regarding the working conditions at its premises.

CISCO WEBEX CALLING DELIVERED BY CENTURYLINK SERVICE SCHEDULE

- (c) **Voice Services (Long Distance).** CenturyLink will provide the voice services under the terms of the Agreement, ISS, and this Service Schedule.
- (i) **Description; Service Guide and SLA.** Long Distance accepts domestic and international dedicated long distance traffic in IP format and converts such traffic for transmission across the telecommunications network. Toll Free accepts domestic and international toll free traffic and converts it into IP format for transmission to Customer. All use of the voice services will comply with and be subject to the Services Guide, which is posted at <http://www.centurylink.com/legal/>. CenturyLink reserves the right to refuse to accept, suspend, or limit any or all of Customer's IP traffic not complying with the Service Guide technical specifications or that CenturyLink believes is adversely affecting other customers on the CenturyLink network. The Service Guide is incorporated into this Service Schedule by this reference. CenturyLink may reasonably modify the Service Guide to ensure compliance with applicable laws and regulations and to protect CenturyLink's network and customers, and such change will be effective upon posting to the website.
- (ii) **Telemarketing.** With respect to any outbound long distance: (a) Per the Federal Trade Commission ("FTC"), telemarketers are required to transmit their telephone number to Caller ID services. As such, all telemarketers using CenturyLink commercial services are required to provide CPN/pseudo-CPN and a CGN provisioned with the service: IF A TELEMARKETER DOES NOT PROVIDE CENTURYLINK WITH A NUMBER FOR THIS PURPOSE, THE CALL WILL BE BLOCKED BY CENTURYLINK; and (b) Federal Do Not Calls rules require that companies that telemarket or engage in telephone solicitations adhere to the requirements set forth in 47 C.F.R. section 64.1200 (FCC) and 16 C.F.R. Part 310 (FTC). Please consult with your company's legal advisor for more information.
- (iii) **Non-Completed Calls.** "Non-completed Call Percentage Threshold" means 30% of all attempted calls, both completed and non-completed. If the percentage of Customer's calls that do not complete (out of all attempted calls) meets or exceeds the Non-completed Call Percentage Threshold for any given monthly billing cycle, CenturyLink may, upon 30 calendar days notice to Customer, disconnect Service on which the Non-completed Call Percentage Threshold was exceeded.
- (d) **International Call Billing.** International charges are quoted in full minutes. Each international call that is not an On-Net Call (except to Mexico) is measured and billed for an initial 30 seconds and rounded up to the next 6 second increment after the first 30 seconds. Each International call to Mexico is measured and billed for an initial one minute and rounded up to the next minute after the first minute.
- (e) **Unsupported Calls.** The Service does not support collect or third party billing. The Service may not support 311, 511 and/or other x11 services (other than 911, 711 and 411 dialing) in all service areas. The Service does not support any outgoing calls from seats that are not associated with an IP Device or Soft Phone, unless another telephony device from which the call can be originated via the end user portal is used. "Soft Phone" means software for an IP-enabled device that allows Customer's end users to use the Service to make and receive calls on that device.
- (f) **Area of use.** The Service is intended to be used only at one location that is specified by the Customer as the place of use for a particular TN within the United States (not including U.S. territories). Customer may not use IP enabled stationary devices that are assigned to, designated for, or configured for use at one location in any other location, unless Customer has requested a change of its Registered Location, and has received approval and the Registered Location Update Confirmation from CenturyLink as set forth in the "Use of Service at a Different Location" section below. Emergency response service calls automatically route to the appropriate emergency response service center based upon the Registered Location. If Customer or an end user tries to use the Service (i) at a location other than a Registered Location (including without limitation, using IP enabled devices assigned to, designated for, or configured for use at one location in a different location) or (ii) outside of the United States (including in any U.S. territories), they do so at their own risk (*including without limitation, the risk that Customer will not have access to emergency response services and/or such activity violates local laws in the jurisdiction where Customer or an end user tries to use the Service*).
- (g) **Use of Service at a Different Location.** Customer may only use the Service at the Registered Location for that TN. Customer must obtain CenturyLink's approval to change the Registered Location by submitting a Registered Location change request at <https://portal.centurylink.com/au-centurylink-engage/app/911/request-address-update>. Customer must submit a Registered Location change request before using Service at any location other than the Registered Location. Failure to obtain CenturyLink's approval is prohibited and constitutes a misuse of the Service. Such misuse will result in emergency service calls being routed to the incorrect emergency response operator based on incorrect address information. Upon submission of Customer's Registered Location change request, CenturyLink will reject the request, or accept and begin processing the request. If CenturyLink accepts Customer's Registered Location change request the request will be processed and upon completion Customer will see a message that indicates that Customer's Registered Location has been updated to the address listed ("Registered Location Update Confirmation"). Any emergency response services calls placed prior to receiving the Registered Location Update Confirmation will be routed according to the last Registered Location. If, upon submission of a Registered Location change request, CenturyLink rejects the change request, Customer understands that CenturyLink has not approved using the Service at that new location and, as such, Customer is prohibited from using the Service there. To ensure proper routing of calls to emergency response services, Customer and its end users must not install or use IP Devices or Soft Phones with the Service to dial emergency response services at another address without following the above address change process.
- (h) **Compliance.** The Service cannot be used for any unlawful, abusive, or fraudulent purpose, including without limitation, using the Service in a way that: (i) interferes with CenturyLink's ability to provide service to CenturyLink customers; (ii) avoids Customer's obligation to pay for communication services; (iii) constitutes a criminal offense; (iv) gives rise to a civil liability; or (v) otherwise violates any laws. Without limiting the foregoing, the Service cannot be used for auto-dialing, continuous or extensive call forwarding, fax broadcasting or fax blasting, or for uses that result in excessive usage inconsistent with normal usage patterns. Customer is responsible for complying with all laws and regulations in connection with its use of the Service, including all applicable call recording law related to Customer's Call Recording components.

CISCO WEBEX CALLING DELIVERED BY CENTURYLINK SERVICE SCHEDULE

- (i) **Authorized Use.** 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 Schedule. Customer is responsible for unauthorized use of the Service.
- (j) **Power Outages; Internet Connectivity, Customer Data Network and CPE Failures; Maintenance Work; Moving Equipment.** The Service will not operate (*including, without limitation, end users will be unable to access emergency response services*) if any of the following items fail: (i) power used with the Service; (ii) the Internet Connectivity used with the Service (including without limitation, failures caused by suspension or termination of the Internet Connectivity under the terms of that service); and (iii) the Customer Environment or (iv) IP Devices used with the Service. Additionally, the Service will not operate (*including, without limitation, end users will be unable to access emergency response services*) (v) while maintenance work is being performed, or (vi) if an IP Device or Soft Phone used with the Service is moved from the Registered Location for emergency response services (IP Devices and Soft Phones are assigned to, designated for, or configured for use at one location and may not be used in any other location including without limitation to another location where CenturyLink installed Service). If Customer has requested a change of its Registered Location, and has received approval and the Registered Location Update Confirmation from CenturyLink as set forth in the "Use of Service at a Different Location" section above, Customer may move the IP Device or Soft Phone.
- (k) **Privacy.** CenturyLink, its affiliates and third-party vendors, may access and use information regarding Customer bandwidth usage and performance of Service to: (i) perform related registration (equipment serial number, activation date, and WTN provided to manufacturer), maintenance, support, and other service-quality activities and (ii) verify AUP compliance and network performance.
- (l) **Telephone Numbers.** Customer must provision at least one telephone number("TN") for use with Service. The TNs may be new TNs or Ported TNs. Ported TN" means an existing telephone number that is currently subscribed to a local exchange carrier for local, local toll and/or long distance telecommunications services and ported to CenturyLink for use with the Service. If Customer requests Ported TNs, Customer authorizes CenturyLink to process its order for Service and notify Customer's current carrier of Customer's decision to switch its local, local toll and long distance services to the Service. Customer will be responsible to promptly provide CenturyLink with its Customer Service Record (CSR) from customer's current carrier to facilitate porting of numbers. CenturyLink's approved porting window is 7:00 a.m. to 7:00 p.m. eastern time. If Customer does not order new TNs from CenturyLink, and Ported TNs are not ported within 60 days of the date that Service is installed and billing for a Service begins ("Service Commencement Date")for a specific location, CenturyLink reserves the right to terminate Service at that location. If Customer requests cancellation of Service, it is Customer's sole responsibility to arrange porting of any telephone numbers Customer wants to retain. If porting of numbers is not completed within 30 days following Customer's request for Service termination, CenturyLink may terminate Service and Customer will lose all telephone numbers. There may be limitations to number porting between providers. Due to the portability of VoIP services, for example, providers may allow non-geographic numbers to be used in connection with their service.
- (m) **Third Party Billed Services.** The Service does not support billing for third party services such as online subscription services, equipment leases and wireless services. Customer will be responsible for payment of all such charges directly to the third party provider. (can't really mess with call integrity/detail)
- (n) **Sending Alien TNs Over CenturyLink's Network.** CenturyLink allows delivery of outbound calls from telephone numbers that have not been ported to Service or have not been assigned by CenturyLink. ("Alien TNs"), including an 8XX number, to CenturyLink for termination. Customer agrees to send a valid TN that belongs to Customer as a Calling Party Number, whether the TN is registered with CenturyLink or with other providers. The TN must correctly represent the physical location of the call where the call is originating. All outbound calls made using telephone numbers that are not assigned and ported to Customer will be treated as long distance. "Calling Party Number" or (CPN) means the originating party's telephone number, as displayed on Caller ID (when Caller ID privacy is not restricted).
- (o) **End User License Agreements ("EULA").** To utilize certain features of the Service, Customer and its end users must agree to applicable software license agreements governing such software from CenturyLink's software vendors. If Customer or its end users decline, they will not be able to use the applicable features of the Service. All software license agreements are between Customer (including its end users) and CenturyLink's software vendors. CenturyLink has no obligations or responsibility for such software. Customer's sole rights and obligations related to such software, in any way, are governed by the terms of the software license agreements with CenturyLink's vendors. Notwithstanding any provisions in a third-party provider's end user license agreement, if Customer or its end users use the third-party software with Service, the Service will support emergency response calling with the software, provided Customer and its end users expressly follow the instructions for emergency calling found in this Service Schedule and in the emergency services advisory for the Service. In part, those instructions state that a Customer end user must not use the third-party software client to dial emergency response numbers except from that end user's registered physical location. Use at a location other than the registered physical location may route emergency calls to an incorrect emergency call dispatch center, potentially delaying emergency services. CenturyLink strongly recommends Customer and its end users become familiar with all of the functional limitations described in this Service Schedule and the emergency services advisory. The URL to access the CenturyLink emergency services advisory is <http://www.centurylink.com/legal/HVIQSIP/911advisory.pdf>. It is also recommended that Customer and its end users maintain alternative access to emergency response services.
- (p) **Cisco Terms of Use.** In connection with its use of Services, Customer agrees to comply with the Universal Cloud Terms, the Cisco Offer Description for the Cloud Offer, and the applicable Cisco EULA found at: <https://www.cisco.com/c/en/us/about/legal/cloud-and-software/cloud-terms.html>, each as amended from time to time (collectively "Cisco Terms of Use"). Customer acknowledges that it has read and understands the Cisco Terms of Use and agrees to be bound by the terms thereof.
- (q) **CISCO LIMITED WARRANTIES. CENTURYLINK WILL PASS THROUGH TO CUSTOMER ALL WRITTEN LIMITED WARRANTIES PROVIDED BY CISCO, AS AMENDED FROM TIME TO TIME, AND WHICH MAY BE FOUND AT:** <http://www.cisco.com/go/warranty>.

CISCO WEBEX CALLING DELIVERED BY CENTURYLINK SERVICE SCHEDULE

- (r) **Customer's Use of Third-Party Content.** Customer is responsible for all content it uses in the music on hold feature of the Service. Customer agrees that it has rights from third parties to use any content belonging to others and will not use any content that is unlawful or violates any copyright, trademark or other laws protecting intellectual property.
- (s) **Ancillary Device PCI Compliance.** Where applicable, ancillary devices used with the Service must be PCI compliant. Customer must work with its third-party vendor to determine if ancillary devices provided by that vendor will work with the Service, and to troubleshoot and correct any issues related to using the ancillary devices with the Service.
- (t) **Security.** CenturyLink has implemented reasonable security measures to protect Customers' shared or processed data. However, those measures do not include disaster recovery or data backup services. Customers are solely responsible for storing and backing up sensitive information processed or communicated via the service, including information stored in voicemail. Security measures do not extend to transmission services not owned or controlled by CenturyLink used in connection with services, including, SMS text, facsimile and e-mail. If Customers elect to use a non-CenturyLink transmission system to transmit or receive data stored on CenturyLink systems (in any format, e.g., .WAV files or speech-to-text), CenturyLink makes no representations regarding the security or compliance of those transmission systems. CenturyLink is not responsible for the security of those transmissions. CenturyLink will not assume nor bear any responsibility for determining whether a non-CenturyLink transmission system is appropriate for transmitting Customer data, or if other security measures are necessary. 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 is responsible for Customer's own network security policy and security response procedures.
- (u) **SLA.** Service is subject to the SLA contained in Attachment 1. All other services, facilities, and components relating to Service, including without limitation IP Devices, Internet Connectivity, CPE, the Customer Environment, and another carrier's IP network, are not included in the SLA measurement. The SLA credit is Customer's sole remedy for any nonperformance, outages, failures to deliver or defects in Service
- (v) **Protected Data.** By ordering the Service, Customer provides its consent for Cisco to share Protected Data with CenturyLink and for CenturyLink to share Protected Data with Cisco, in each case to the extent required to provide the Service. "Protected Data" is defined in the Master Data Protection Agreement located at <https://trustportal.cisco.com/c/dam/r/ctp/docs/dataprotection/cisco-master-data-protection-agreement.pdf>.

- **Internet Connectivity.** Internet Connectivity is not part of the Service and Customer must obtain it separately.

3.1 Customer Responsibilities

- (a) Customer is responsible for providing internet access ("Internet Connectivity") that is compatible with the Service and meets the minimum speeds necessary to support the Service. Customer will be responsible for troubleshooting all Quality of Service ("QoS") and connectivity issues including, but not limited to, engaging the Internet Connectivity provider on outage and quality issues

3.2 CenturyLink Responsibilities

1. If Customer experiences Service performance issues at any location, CenturyLink will work with customer to isolate the problem. However, CenturyLink's sole obligation will be to provide IP phone or software client configurations to Customer. CenturyLink will not troubleshoot voice quality issues associated with connectivity and CenturyLink will not work with an Internet Connectivity provider on behalf of Customer.

(b) The performance and quality of the Service depends upon the Internet Connectivity obtained by Customer. CenturyLink does not guarantee the quality of Service or that Service will perform as described in the Service Exhibit. This includes, but is not limited to, placing and receiving calls (including emergency response calls), transmission of data, use of optional features, and use of IP phones, soft phones and/or portals.

(c) Regardless of any provisions to the contrary in the Agreement, CenturyLink shall have no liability whatsoever for Service issues at any location related to or caused by the failure of the Internet Connectivity or any equipment of the Customer or Internet Connectivity provider.

3.3 Additional Service Limitations, Including Emergency Response Services Calls. If the Internet Connectivity selected by Customer does not have QoS, the parties agree that Customer may experience service limitations, call quality issues and/or failure of calls to complete at that location, including calls to emergency response services.

4. Access to Emergency Response Services.



POTENTIALLY HAZARDOUS SITUATION WHICH IF NOT AVOIDED COULD RESULT IN DEATH OR SERIOUS INJURY. PLEASE READ CAREFULLY.

CENTURYLINK RECOMMENDS THAT CUSTOMER AND END USERS ALWAYS HAVE AN ALTERNATIVE MEANS OF ACCESSING TRADITIONAL EMERGENCY SERVICES.

4.1 Emergency Calling Capability and Customer's Obligations and Acknowledgement of Limitations. Customer will ensure that user locations are current by providing address information (also known as automatic location identification/"ALI" in North America and calling line identifier/"CLI" in Europe) to CenturyLink (the "Registered Location") conforming to the numbering schemes or regulatory

CISCO WEBEX CALLING DELIVERED BY CENTURYLINK SERVICE SCHEDULE

requirements applicable to the jurisdiction for the Registered Location. Customer will obtain CenturyLink's approval of the Registered Location prior to using the Service and update the Registered Location via the portal or other method supplied by CenturyLink. Customer understands that Registered Location updates do not occur immediately. CenturyLink will provide Emergency Calling capability associated with the Service as required by law. "Emergency Calling" is the ability to access emergency response services associated with the Registered Location, subject to each party's obligations and limitations, by dialing the relevant emergency numbers in a jurisdiction (e.g. 911, 999, 112). Customer is responsible for understanding the local jurisdictional laws pertaining to Emergency Calling, including but not limited to the requirements regarding the level of detail to be provided related to Registered Locations, associated with the Service. CenturyLink specifically disclaims any such obligation.

Service provides access to emergency response services on stationary and mobile devices. When using the Service for Emergency Calling purposes, Customer's end users should always state the nature of the emergency and include their location and telephone number. Emergency response services may not be able to call the end user back if the call is not completed, dropped or disconnected, or if end users are unable to provide their phone number and physical location. Access to emergency response services may not be available under certain circumstances. *CenturyLink will provide labels that indicate that the emergency response services have limited availability and functionality when used with Service, and CenturyLink recommends that such labels be placed on or near the equipment associated with the Services. Disclosures of the general and Service-specific limitations associated with accessing emergency response services (the "Advisory") are available to Customer at <http://www.centurylink.com/legal/HVIOSIP/911advisory.pdf>. Effective upon posting, CenturyLink may modify the Emergency Calling limitations or requirements provided in the Advisory if in CenturyLink's reasonable opinion modifications are necessary or advisable to comply with the currently evolving Emergency Calling laws, rules and regulations.* Customer acknowledges that it has been advised of its obligations and the emergency services limitations contained in the Advisory, and further acknowledges its understanding by signing the applicable Order for Service. Customer will notify all end users of the limitations to access emergency response services as described above and in the Advisory. Customer should provide its end users with a copy of the Advisory and the associated URL.

5. Charges. Customer shall pay all applicable MRCs, NRCs and usage charges for the Service. Charges for the Service are as set forth in the ISS, applicable tariff and the Order. New Service elements may be added to Service via a new Order. The rates for international long distance calls that are not On-Net calls, can be modified immediately upon notice to Customer (including without limitation, upon CenturyLink's posting such modifications in the website(s) designated by CenturyLink for that pricing, or providing any other notice to Customer). If Customer terminates the Service prior to the end of the Service Term, Customer shall not be entitled to any refund of pre-paid amounts and Customer shall be responsible for 100% of any recurring charges which would have been charged for the remainder of the Service Term. This is a liquidated damage and not a penalty.

6. Resale Restriction. Notwithstanding anything to the contrary in the Agreement, Customer is prohibited from reselling Service to a third party.

7. AUP. All use of the Services will comply with the AUP, posted at <http://www.centurylink.com/legal> and incorporated by reference into this Service Schedule. CenturyLink may reasonably modify the AUP to ensure compliance with applicable laws and regulations and to protect CenturyLink's network and customers, and such change will be effective upon posting to the website. Any changes to the AUP will be consistent with the purpose of the AUP to encourage responsible use of CenturyLink's networks, systems, services, websites, and products.

8. E-Mail Information/Updates. Customer acknowledges and agrees that CenturyLink may contact Customer via e-mail at the e-mail address provided to CenturyLink when Customer ordered the Service for any reason relating to the Service. Customer further agrees to provide CenturyLink with any and every change to its e-mail address by updating its e-mail address with CenturyLink.

9. MACDs. "MACD" means move, add, change, disconnect. Customer may also at any time request changes to its Service requiring configuration management, such as adding TNs (a "MACD"). The charge for standard MACD remote configuration support is included in the charges for the Service. Charges for non-standard MACD will be quoted prior to commencement of work.

10. CPNI. CenturyLink is required by law to treat CPNI confidentially. Customer agrees that CenturyLink may share CPNI within its business operations (e.g., wireless, local, long distance, and broadband services divisions), and with businesses acting on CenturyLink's behalf, to determine if Customer could benefit from the wide variety of CenturyLink products and services, and in its marketing and sales activities. Customer may withdraw its authorization at any time by informing CenturyLink in writing. Customer's decision regarding CenturyLink's use of CPNI will not affect the quality of service CenturyLink 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.

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Attachment I

SERVICE LEVEL AGREEMENT for Cisco Webex Calling delivered by CenturyLink

- 1. AVAILABILITY LEVEL.** Service will be Operational and CenturyLink will maintain 99.9% availability of the Service (excluding standard scheduled maintenance intervals or force majeure events) over any one calendar month period ("Availability Level"). IP Devices, Internet Connectivity, CPE, the Customer Environment, another carrier's IP network and/or outages directly related thereto and that are, in each case outside of the reasonable control of CenturyLink are excluded. As used in the definition of Availability Level, "Operational" means that all end users will have access to the Service for the purpose of initiating and/or receiving audio calls
- 2. DOWN TIME CREDIT.** For any service month where the Services do not meet the Availability Level ("Down Time"), CenturyLink will issue a credit to Customer equal to the amount of Service MRCs for affected Service paid in advance for the Down Time period; provided that (i) the Customer's use of the Services is impacted, (ii) the Down Time is reported to CenturyLink within twenty-four (24) hours of each occurrence, and (iii) Customer requests credits not more than thirty (30) days after each occurrence. The total service credits issued by CenturyLink for any service month will be up to a maximum of fifty percent (50%) of the Service MRCs for affected Service paid for the affected month.
- 3. CREDIT ADJUSTMENT.** The credit described above may be applied to Customer's invoice within 60 days of the defined amount owed.
- 4. CONFIDENTIALITY.** CenturyLink agrees that the existence and terms of this SLA, any reporting of Availability Levels, and the issuance of any credits in accordance with this SLA, are strictly confidential and shall only be disclosed to Customer, and to employees of the parties on a "need to know" basis for purposes of fulfilling the parties' obligations hereunder. Neither party will disclose to any third party the existence, intent, or terms of this SLA without the prior written consent of the other party.

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1. Applicability. This Service Schedule applies when Customer orders CenturyLink Managed Cisco SD-WAN Service (“Managed Cisco SD-WAN”) and the associated Access Services as described herein (collectively, the “Services”). This Service Schedule incorporates the terms of the Master Service Agreement or other service agreement pursuant to which CenturyLink provides services to Customer (the “Agreement”). Terms used but not defined herein shall have the meaning set forth in the Agreement. Customer expressly agrees that CenturyLink may use third party suppliers to provide the Service, provided that CenturyLink remains responsible to Customer hereunder.

2. Service Description. Managed Cisco SD-WAN is a management overlay that uses software, deployed on a CenturyLink-provided CPE appliance at Customer’s location (“SD-WAN Device”), enabling Customer to build a homogeneous private network through different types of network connections. The SD-WAN Device establishes logical connections with other Customer edge CPE appliances across a physical WAN. CenturyLink supports Managed Cisco SD-WAN by using diverse cloud infrastructure and a password-protected management portal. Managed Cisco SD-WAN provides an entry point for Customer’s locations by authenticating the site and establishing a secure channel between those locations. The management portal provides centralized configuration and management. Managed Cisco SD-WAN is available in the following service packages: Essentials, Enhanced, or Enhanced Plus. The Essentials service package provides hub and spoke connectivity and includes support for up to two (2) Virtual Private Networks (VPNs), standard analytics which provide Customer with visibility into the overall health of its network, and Quality of Service (QoS). The Enhanced service package provides mesh topology and includes support for up to five (5) VPNs, multicast, and all features included in the Essentials service package. The Enhanced Plus service package includes support for more than five (5) VPNs, predictive analytics which evaluate past network performance in order to predict future outcomes and trends, and all features included in the Enhanced service package. Managed Cisco SD-WAN must be used exclusively with CenturyLink provided transport. If Customer terminates the CenturyLink provided transport service associated with Managed Cisco SD-WAN either before or after service delivery, Managed Cisco SD-WAN shall also be terminated, and Customer must pay all applicable cancellation and termination charges. Customer understands that transport services other than the Access Services described in this schedule are ordered and contracted separately.

2.1 CPE Rental. The CPE associated with Managed Cisco SD-WAN is provided on a rental CPE basis and any software provided in association therewith or maintenance thereof is considered Service hereunder. CenturyLink offers the following maintenance options:

Next Business Day Response (NBD): If CenturyLink determines that there is an issue with Customer’s CPE, CenturyLink will use commercially reasonable efforts to ship a replacement CPE device to Customer within the next business day if Customer notifies CenturyLink by 1:00 PM Mountain Time the prior business day. All service packages include NBD.

24x7 4 Hour Response (24x7): CenturyLink support is available twenty-four (24) hours per day, seven (7) days per week, including observed holidays. If CenturyLink determines that there is an issue with Customer’s CPE, a technician will arrive at the Customer site within 4 hours of problem dispatch as determined by CenturyLink. Subject to availability, Customer may order 24x7 at an additional charge for each location.

If CenturyLink determines on-site installation or on-site maintenance are necessary, CenturyLink will provide a technician at the customer premises. In the event that CenturyLink dispatches a technician, the technician will be on Customer’s premises for four (4) hours during standard business hours (8:00 AM to 5:00 PM local time). If CenturyLink determines that additional time is needed, Customer will be charged an additional \$250 per hour per technician. CenturyLink will not support or replace CPE that is altered, modified, mishandled, destroyed, or damaged by one or more of the following: (i) natural causes; (ii) environmental failures; (iii) Customer’s failure to take any required actions; (iv) a negligent or willful act or omission by Customer or unauthorized use; or (v) an act or omission of a third party.

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

3. Administration and Management. CenturyLink or its supplier will perform ongoing management, monitoring, and reporting of Managed Cisco SD-WAN. Customer can submit configuration or change requests to CenturyLink by completing a Work Authorization Confirmation Approval Form. Customer may have the option to co-manage certain configurations. However, CenturyLink is not responsible for outage or security incidents that occur due to Customer changes or configurations. A list of the configurations eligible for co-management is available upon request. Customer will have read-only access to Managed Cisco SD-WAN. CenturyLink or its supplier will maintain global administrative access to Managed Cisco SD-WAN at all times and will maintain the root password for all functions. CenturyLink is not responsible for outages or security incidents that occur due to Customer change requests or configuration requests. CenturyLink is not responsible for any services, systems, software, or equipment Customer uses with Managed Cisco SD-WAN which are not provided by CenturyLink. CenturyLink 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).

4. Charges. Customer shall pay the monthly recurring charges (“MRCs”) associated with a CPE type, service package, and bandwidth level which Managed Cisco SD-WAN will support, non-recurring charges (“NRCs”), and usage charges (related to Access Services, if any) set forth in the Order in accordance with the Agreement. Customer shall also pay any applicable Ancillary Service Request Fees as set forth in the Order or Work Authorization Confirmation Approval Form. The Managed Cisco SD-WAN MRC includes

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the rental CPE MRC. Customer agrees to pay and/or reimburse CenturyLink for its additional time for fees, costs, and expenses resulting from Customer's failure to comply with this service and/or Customer's request for changes in services, unless such change is due to an act or omission of CenturyLink. In the event that Customer terminates the Managed Cisco SD-WAN and/or Access Service prior to the end of the Service Term, Customer must provide CenturyLink with 60 days' advanced written notice and Customer shall pay early termination liability as set forth in the Agreement.

5. Service Levels.

(a) If CenturyLink or its supplier causes Downtime which is not isolated to an issue with the SD-WAN Device, and the outage is not resolved within 12 hours, Customer will receive a service level credit equal to twenty percent (20%) of the MRC for the affected Managed Cisco SD-WAN service ("Availability Credit"). Customer will not be eligible for an Availability Credit during the first three months Customer's Service is activated. In no event will CenturyLink pay more than one Availability Credit per month per affected Managed Cisco SD-WAN service. If Downtime is caused by an issue with the SD-WAN Device, Customer will not be entitled to any monetary remedy. Instead, CenturyLink will ship a replacement device to Customer's premises according to the applicable maintenance time frame set forth in Section 2 as Customer's sole remedy.

(b) CenturyLink does not provide any service level credits for Service Unavailability for broadband access without cellular back-up service. The availability service level of broadband access is 99.99% when combined with cellular back-up service. In the event that CenturyLink fails to achieve the availability SLA, Customer shall be entitled to a credit as a percentage of its MRC for the affected broadband access service as follows:

Cumulative Unavailability (in hrs:mins:secs)	% of broadband access MRC
00:00:01 – 00:04:18 (99.99%)	No credit
00:04:19 – 00:43:00	10%
00:43:01 – 04:00:00	15%
04:00:01 – 12:00:00	30%
12:00:01 or greater	50%

(c) Definitions.

(i) "Downtime" is an interruption of Managed Cisco SD-WAN (for reasons other than an Excused Outage or caused by an issue with Customer's underlying transport) which is confirmed by CenturyLink. Downtime is measured from the time Customer opens a trouble ticket with CenturyLink to the time the Managed Cisco SD-WAN service is restored.

(ii) "Excused Outage" is defined as 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 CenturyLink or its third party providers; (c) scheduled maintenance, alteration, or implementation; (d) the unavailability of required Customer personnel, including as a result of failure to provide CenturyLink with accurate, current contact information; (e) CenturyLink's lack of access to the Customer premises where reasonably required to restore the service; (f) Customer's failure to release the service for testing or repair and continuing to use the service on an impaired basis; (g) CenturyLink's termination of service for Cause or Customer's use of service in an unauthorized or unlawful manner; (h) improper or inaccurate specifications provided by Customer; or (i) force majeure events.

(iii) "Service Unavailability" is defined as the complete inability (for reasons other than an Excused Outage) of Customer to deliver IP packets from an individual Customer site over both (a) the broadband access and (b) cellular back-up service.

6. Ownership. For Managed Cisco SD-WAN and the associated rental CPE, no license is conveyed nor is any right, title, or interest in any intellectual property or other proprietary right transferred to Customer. CenturyLink'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, 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 or its licensors. The software and all copyrights, patent rights and all intellectual property rights related thereto are the sole and exclusive property of CenturyLink or its licensors. Customer is hereby provided a non-exclusive, limited, non-transferrable, personal, revocable (at CenturyLink's sole discretion), non-sublicensable, non-assignable right to access and/or use the software solely in association with the Service hereunder during the service term. Customer shall not make error corrections or otherwise modify or adapt the software or create derivative works based upon the software. Customer shall not remove any disclaimers, copyright attribution statements or the like from the software and any breach of the foregoing shall automatically result in termination of any license granted herein. Export restrictions must be followed for encryption technology.

CPE is the personal property of CenturyLink or its supplier, notwithstanding that the 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 CPE other than as provided herein and will hold the CPE subject and subordinate to the rights of CenturyLink or its supplier. Customer will: (a) at its own expense, keep the CPE free and clear of any claims, liens, and encumbrances of any kind; and (b) make no alterations or affix any additions or attachments to the CPE, except as approved by CenturyLink in writing. Customer will not remove, alter, or destroy any labels on the CPE and will allow CenturyLink or its supplier to inspect the CPE at any time. Customer must use not less than a reasonable standard of care to store and protect CPE and shall be responsible for providing a safe and secure environment for the equipment in accordance with CenturyLink's

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specifications. Customer agrees to: (i) not alter, move, or disconnect CPE and (ii) notify CenturyLink as soon as Customer is aware of any circumstances that may adversely affect the CPE or its operation. As between CenturyLink and Customer, Customer will bear the entire risk of loss, theft, casualty, destruction, or damage to the CPE following delivery from any cause whatsoever (collectively, "Loss"), until returned to CenturyLink. In no event will such Loss relieve Customer of the obligation to pay CenturyLink any amounts due hereunder. All CPE is subject to the terms and conditions set forth in the manufacturer's or publisher's warranty or end-user license.

7. Insurance. Without limiting the liabilities or indemnification obligations of Customer, Customer will, at its own cost and expense, maintain during the term of this Agreement, such insurance as required hereunder. 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 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 herein, 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 CPE, including CenturyLink or a third party provider designated by CenturyLink, as loss payee as their interests may appear.

CenturyLink, 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 CenturyLink, subject to any and all indemnification provisions of this Agreement. Prior to commencement of work under this Agreement, Customer will make available to CenturyLink evidence of the insurance required herein.

8. Customer Responsibilities.

(a) 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 Managed Cisco SD-WAN which are not provided by CenturyLink. 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 CenturyLink 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 CenturyLink at any given time (24x7x365). Customer shall ensure CenturyLink and its representatives and its third party suppliers have access to Customer sites for the installation, maintenance, and removal of equipment and services as scheduled, including obtaining all landlord approvals or letters of agency. Customer shall be responsible for providing a safe and secure environment for the equipment and will be responsible for loss or damage to equipment at Customer sites not caused by CenturyLink. 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 Managed Cisco SD-WAN. Customer may not resell the services and may use the services only within Customer's sites. CenturyLink may provide Customer with guidelines for Customer's network minimum system requirements, compatibility, and other information necessary to use the Access Service.

(b) Use Restrictions. Customer will not use service: (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 CenturyLink's or another's use of the CenturyLink-provided network or infrastructure. Customer will cooperate promptly with CenturyLink to prevent third parties from gaining unauthorized access to the services, including via Customer's facilities, if applicable, or (iii) in violation of CenturyLink'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.

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

(c) CPE Return or Replacement. CenturyLink will provide Customer with instructions on return of CPE. Customer will deliver CPE to CenturyLink in the same condition it was on delivery to Customer, normal wear and tear excepted, and give CenturyLink written notice of such return. If CPE is not returned within 30 calendar days of termination, Customer will become owner of and bear all responsibility for the terminated or replaced CPE and CenturyLink may invoice Customer the then-current value of the applicable CPE model ("Replacement Cost"). Where CPE rented from CenturyLink 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 CenturyLink's cost to ship the new CPE. If Customer requires on-site assistance from CenturyLink to install the replacement CPE, an additional dispatch charge will apply. CenturyLink will quote the charges in advance, obtain Customer's approval, and invoice the charges within 60 days.

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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.

(d) To the extent required by law, Customer acknowledges and agrees that It is solely responsible for: (i) notifying its employees, vendors, contractors, or other users that network communications/transmissions on the Customer's network may be monitored, screened, and/or logged by Customer or CenturyLink on Customer's behalf and (ii) obtaining the consent of such employees, vendors, contractors, or other users to such monitoring and/or logging (which may include, where sufficient at law, implied consent).

9. Customer's Security Policies. Customer is responsible for Customer's own network security policy and security response procedures. Customer acknowledges that CenturyLink will implement security policies relating to Services as reasonably directed by the Customer and, accordingly, that Customer maintains overall responsibility for maintaining the security of Customer's network, data, and computer systems. CenturyLink makes no guaranty that the services hereunder 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. CENTURYLINK MAKES NO WARRANTY, EXPRESS OR IMPLIED, THAT SECURITY THREATS AND VULNERABILITIES WILL BE DETECTED OR THAT THE SERVICES WILL RENDER CUSTOMER'S NETWORK AND COMPUTER SYSTEMS SAFE FROM INTRUSIONS AND OTHER SECURITY BREACHES. CENTURYLINK MAKES NO WARRANTY THAT THE SERVICES WILL BE UNINTERRUPTED. Customer is responsible for backing up and protecting its own data against loss, damage, theft, or destruction. If any equipment or software not provided by CenturyLink impairs Customer's use of any service, Customer will nonetheless be liable for payment for all Services provided by CenturyLink. Furthermore, Customer understands and agrees that as a consequence of the operation of the service, CenturyLink 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 Managed Cisco SD-WAN, or that use common network features, have appropriate security controls. Customer agrees to notify CenturyLink 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.

10. Special Terms for Access Services.

(a) CenturyLink will use reasonable efforts to procure the Access Service type per Customer site as identified in the Order. However, CenturyLink does not commit that a certain access service type or technology will be available at a Customer site.

(b) If the specific Access Service type set forth in an Order is not available, CenturyLink will so notify Customer and the Order for Access Services at that Customer site (and only that Customer Site) will be cancelled (other Customer sites under such Order will not be impacted). Additionally, if the MRC or NRC must be increased and/or additional construction costs may apply, CenturyLink will request Customer confirmation of such costs, which confirmation may be provided via e-mail and will be binding on Customer. If Customer fails to provide such confirmation within 10 business days, the Order for services at that specific Customer site shall be deemed cancelled.

(c) CenturyLink reserves the right to commence billing Customer and Customer shall pay for the Access Service MRCs if and to the extent that such access has been installed, CenturyLink is incurring charges from the supplier, and the remaining completion of service installation cannot occur due to Customer delay, inaction, or failure to perform the Customer obligations hereunder.

(d) To the extent that suppliers of Access Service have the right to change the terms and conditions upon which such access is provided, including but not limited to the right to terminate the service and/or to modify rates or charges, notwithstanding anything to the contrary in the Agreement, CenturyLink expressly reserves the right to make corresponding changes with Customer for such services. CenturyLink will provide Customer with as much advanced notice as is reasonable, given the notification provided to CenturyLink from such supplier. In the event of a termination, CenturyLink and Customer will work together in good faith to agree upon and expediently procure another type of Access Service at such Customer site.

(e) Stated speeds for access may not be achieved. Actual speeds may vary and are not guaranteed. Effective throughput may be affected by several factors including but not limited to: physical layer line issues, overhead from encryption of network traffic, congestion within the public Internet, congestion within the underlying supplier access network, TCP window fragmentation, application performance, server loads, or performance and latency from inefficient routing paths within the Internet.

11. Modification or Termination of Access Services by CenturyLink. CenturyLink reserves the right to modify any features or functionalities of the Access Services upon 90 days prior notice to Customer. In the event that such modification materially affects the features or functionality of these services, then Customer, as its sole remedy, may cancel the affected cellular and/or broadband access service without termination liability for the Access Service(s), as long as Customer notifies CenturyLink in writing of such termination within 60 days of such notice from CenturyLink. Additionally, CenturyLink may, upon written notice, terminate the cellular and/or broadband access service at a site (either before or after Service delivery) if CenturyLink determines that the bandwidth and/or coverage is insufficient to support the Access Service at such site. In such case, CenturyLink will notify Customer via e-mail of termination of Access Service at such site and Customer shall not be billed for Access Service at that location. If the order for Access Service is cancelled pursuant to Section 10 or 11, Customer must purchase another form of CenturyLink provided transport or the order for Managed Cisco SD-WAN at that location will also be cancelled.

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12. Additional Limitations. Managed Cisco SD-WAN Service is not available for residential addresses. Notwithstanding anything to the contrary in the Agreement, with respect to Managed Cisco SD-WAN Service or any Access Services, security or data protection obligations, warranties, or representations apply.

13. Data and Information Notification to Authorized Users. Customer acknowledges that, by virtue of providing the Service, CenturyLink may need to process personal data of Customer's employees and users of the Service. Customer is the data controller of such personal data and CenturyLink is the data processor. Customer is solely responsible for ensuring the lawful basis of such processing, and for notifying any employee or individual that it permits to use the Service on Customer's behalf (an "Authorized User"), that it has provided such Authorized User's personal data to CenturyLink for the purposes of allowing CenturyLink to provide the Service, and that the Authorized User's use of the Service may be monitored, screened, and/or logged by Customer or CenturyLink on Customer's behalf.

1. Cross-Border Transfers. Customer acknowledges and consents to CenturyLink's and its affiliates' or subcontractors' use and transfer to the United States, or other countries, data or information (including business contact information such as names, phone numbers, addresses, and/or email addresses) of the Customer for the sole purpose of: (A) providing and managing the Service; (B) fulfilling its obligations under the Agreement; and (C) complying with applicable laws. Customer represents and warrants that it will ensure that all information provided to CenturyLink is accurate at all times and will provide any required notifications to Authorized Users about the potential transfer of information to the United States and other countries. To the extent legally required, Customer and CenturyLink will enter into separate written agreements required to facilitate necessary cross-border transfers. Customer shall be responsible for notifying CenturyLink whether such written agreements are required.

(ii) **Personal Data Processing.** Customer acknowledges that, by virtue of providing the Service, CenturyLink, its affiliates, vendors, and/or agents may come into possession of, by way of example and not limitation, usage, billing, or other data containing personal and/or private information of Customer, its employees, and Authorized Users. Customer is the "data controller" and CenturyLink will be acting as a "data processor" (such terms defined under applicable law). Customer acknowledges that any processing of such information by CenturyLink, its affiliates, vendors, or contractors occurs exclusively at the direction and discretion of Customer, such direction and discretion exercised by acceptance of these terms. Customer further acknowledges and agrees that such possession is ancillary and not a primary purpose of the Service. Customer further represents and warrants that it has obtained, and will obtain, all legally required consents and permissions from relevant parties (including Authorized Users) for the use, processing, and transfer of the information described herein. To the extent legally required, Customer and CenturyLink will enter into separate written agreements required to comply with laws governing the relationship between a data controller and data processor with respect to the processing of personal data. Customer shall be responsible for notifying CenturyLink whether such written agreements are required.

**CENTURYLINK® MANAGED PREMISES FIREWALL SERVICE
SERVICE SCHEDULE**

1. General. This Service Schedule ("Schedule") is applicable only where Customer orders CenturyLink Managed Premises Firewall Service ("Service") and any of the Service features listed below and is provided by CenturyLink or an affiliate ("CenturyLink"). This Schedule replaces the former Managed Security Services Service Schedule for managed devices on premises (aka MSS-Premise). This Schedule incorporates the terms of the Master Service Agreement or other service agreement pursuant to which CenturyLink provides services to Customer (the "Agreement").

2. Definitions. Any capitalized terms used in this Schedule and not otherwise defined will have the meaning set forth in the Agreement.

"Advanced Change" means any change that is not a Basic Change and an additional Order may be required to complete an Advanced Change.

"Basic Changes" are changes that do not directly impact Customer's overall product.

"Customer Provided CPE" means hardware, software, and other tangible equipment and intangible computer code it may contain that is provided, configured, deployed and managed by Customer and/or its designee. Customer is responsible for installing any software, whether Customer or CenturyLink provided, on Customer Provided CPE.

"Event" means any security abnormality detected by the Service and reported by the IDS/IPS feature. An Event does not necessarily constitute an actual security incident and must be investigated further to detect its validity.

"Excused Outage" will also mean, for purposes of this Schedule, the Service Levels will not apply, and Customer will not be entitled to receive a credit or exercise a termination right under the applicable Service Level, for (i) failure of Customer CPE or any other failure or malfunction of equipment, applications, public internet, network or systems not owned, controlled or provided by, or attributable to CenturyLink; (ii) Customers' actions or omissions (including but not limited to not releasing the Service for testing/repair, failure or to provide timely approvals or consents, failure to provide and maintain current contact information and escalation lists; (iii) force majeure events; (iv) Regularly Scheduled Maintenance or emergency maintenance; (v) CenturyLink's lack of access to the Customer premises where reasonably required to restore any equipment, internet, network, or systems owned or controlled by CenturyLink and necessary to provide the Service; or (vi) Customer is in breach of its obligations under the Agreement or this Schedule.

"Incident" means any single Event or collection of Events that have been evaluated and deemed a security threat.

"Portal" means the Service specific web-based portal to which Customer will have access in order to monitor Customer's traffic and view Events.

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

"Service Unavailability" is when Service is unable to pass traffic for reasons other than an Excused Outage.

"SOC" means CenturyLink security operations center.

3. Service Description. Premises Firewall Service, referred to as Managed Security Services on an Order, is a security service that manages and monitors traffic, utilizing the Managed Firewall described below, between the Internet and Customer's separately purchased CenturyLink MPLS/IP VPN network, CenturyLink IQ® Networking Private Port, CenturyLink Internet services, or third-party Internet services. CenturyLink continually makes improvements to the Service and reserves the right to make any updates, error corrections, bug fixes, and other feature changes or modifications to any software, equipment or hardware utilized by CenturyLink to provide the Services, at any time. CenturyLink will use reasonable efforts to make changes during Regularly Scheduled Maintenance.

3.1 Service Features. The Service features described below are included with the Service or if noted may be purchased for an additional cost:

(a) Managed Firewall. Managed firewall, which may also appear as "firewall" in an Order, provides monitoring of Customer's web and file transactions using a unified threat management (UTM) device installed, managed, and monitored by CenturyLink on Customer's premises. CenturyLink Managed firewall (i) uses template-based firewall configurations to filter inbound and outbound traffic; and (ii) creates security logs that provide reports of corporate web activity and malicious content blocked. Security logs are only retained for a limited period of time. If the logs are available, Customer may request a copy for an additional charge.

(b) For an additional cost, Customer may purchase the following features:

1. Intrusion Detection and Prevention ("IDS/IPS"). The IDS/IPS feature of the Service monitors Customer's network traffic on a 24x7 basis for attack and misuse signatures. IDS detects and monitors web and network transaction activities for suspicious and/or malicious traffic or policy violations and, if detected, provides electronic alerts via the Portal. IPS is a network security/threat

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prevention tool that examines network traffic flows to help prevent vulnerability exploits. The IPS policy consists of a set of signatures, each of which has a severity and has a defined action to “pass,” “alert” or “block.”

2. Web Content Filtering. The Content Filtering feature is designed to classify and block known malicious URLs from affecting Customer’s environment. “Good” URLs are categorized to help enable Customer to apply Internet usage policies.

3. Antivirus. Antivirus feature provides monitoring of the antivirus service elements of a UTM device that are intended to block malicious software over the following protocols: HTTP, FTP, IMAP, POP3, SMTP. CenturyLink will install and manage an antivirus policy for a single virtual domain. Network antivirus does not include quarantine. Application Control is included that enables visibility and user to set controls over numerous applications (e.g. social media, file sharing applications).

4. Antispam. Antispam feature provides monitoring of the antispam service elements of a UTM device that are intended to tag or block email messages identified as probable unsolicited bulk email or “spam”. CenturyLink will install and manage an antispam policy for a single virtual domain.

4. Equipment. Any equipment including any firewalls, intrusion detection devices, servers, and/or modems, and including the UTM devices provided by CenturyLink as part of the Services will be located on a Customer site. Upon expiration or termination of the Service Term, Customer will promptly return any equipment to CenturyLink in good working order (ordinary wear and tear excepted). If Customer fails to do so, Customer agrees to pay CenturyLink the equipment’s fair market value (if the same is not returned to CenturyLink within thirty (30) days of the date of termination) or the cost to repair the firewall (if the same is returned to CenturyLink other than in good working order (ordinary wear and tear excepted)).

5. Charges and Customer Delays. Charges for the Service include: (i) non-recurring charges (“NRC”) for installation and change requests, (ii) monthly recurring charge(s) (“MRC”) for Service features Customer selects, and (iii) any additional charges as may be set forth in the Order. CenturyLink may install and invoice Service features contained in an Order separately.

Customer agrees to pay and/or reimburse CenturyLink for fees, costs and/or expenses related to or resulting from (i) any unreasonable delays or omissions in Customer’s performance of its obligations to enable the Service, and/or (ii) additional installation or subsequent work required to be performed, caused by (a) Customer’s request for changes (except as set forth in the Change Management section of this Schedule) to the applicable Service unless such change is due to an act or omission of CenturyLink, or (b) any other actions or omissions by Customer which materially affect CenturyLink’s ability to perform its obligations hereunder.

If CenturyLink partially installs or activates a Service, CenturyLink reserves the right to commence billing on a pro rata basis, and if a Service installation is delayed, incomplete or is not usable by Customer through no fault of CenturyLink or its agents, CenturyLink will commence billing as installed and per the Service Commencement Date.

6. Change Management. Customer may request logical changes to the Service by raising a MACD (Move, Add, Change, Delete) request via a ticket through the Portal. The SOC will review the request and will advise whether the change is a Basic Change or an Advanced Change (with an associated charge).

The Basic/Standard Service package includes five (5) Basic Changes per month per instance without charge. Basic Changes exceeding five (5) may be subject to a charge of \$250, or local currency equivalent, per change.

7. Customer Responsibilities and Restrictions.

7.1 Customer Security Contacts. Customer will designate one primary and up to two additional Customer security contacts and provide email and telephone contact details for each contact (the “Customer Security Contacts”). Customer will assure the Customer Security Contacts and all associated details are accurate and current at all times and that at least one Customer Security Contact is available to be contacted by the SOC at any given time (24x7x365). CenturyLink will only accept, discuss or make changes to the Service with the registered Customer Security Contacts or via the Portal. Requests for changes to the list of Customer Security Contacts must be made by an existing Customer Security Contact.

7.2 Access to Managed Devices and Customer Sites. Customer agrees to provide CenturyLink with prompt, reasonable and safe access to any applicable Customer sites necessary for CenturyLink to provide the Service and to comply with any reasonable physical and environmental requirements as may be identified by CenturyLink. Customer is required to provide hands on assistance for the purposes of troubleshooting and/or diagnosing technical difficulties.

7.3 CenturyLink Provided IP Addresses and Domain Names. In the event that CenturyLink assigns to Customer an IP address as part of the provision of the Service, such IP address will (upon CenturyLink’s request and to the extent permitted by law) revert to CenturyLink after termination of the applicable Order for any reason whatsoever, and Customer will cease using such address. At any time after termination, CenturyLink may re-assign the IP address to another user. In the event that CenturyLink obtains a domain name for Customer (which may be required in some jurisdictions), Customer will be the sole owner of such domain name. Customer will be solely responsible for: (i) paying any associated fees (including renewal fees); (ii) complying with any legal, technical, administrative, billing or other requirements imposed by the relevant domain name registration authority; and (iii) modifying the domain name in the event Customer changes service providers.

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7.4 Third-Party IP Addresses and Networks. If (i) any of the IP addresses identified by Customer as part of the Service are associated with computer systems owned, managed, and/or hosted by a third-party service provider (“Third-Party Provider”) or (ii) any Customer equipment or any other computer systems to be monitored as part of the Service are part of a network owned, managed and/or otherwise controlled by, or collocated on premises owned, managed, and/or otherwise controlled by a Third-Party Provider, Customer warrants that it has and will maintain, the consent and authorization from such Third-Party Provider(s) necessary for CenturyLink (and its affiliates, agents and vendors) to perform all elements of the Service, including but not limited to any vulnerability scanning of the Third-Party Provider networks that may be reasonably necessary as part of the provision of Service. Customer agrees to facilitate any necessary communications and exchanges of information between CenturyLink and the Third-Party Provider(s).

7.5 Third Party Software. If any third-party software or agent, including any corresponding documentation, is required in connection with the Service, Customer agrees to use the third party software strictly in accordance with all applicable licensing terms and conditions, including any click to accept terms required as part of the download/install process. Customer acknowledges and agrees that it is solely responsible for selecting and ensuring that Customer provided software and systems, including third party software, is up to date and supportable. Customer’s failure to do so may result in CenturyLink’s inability to provide the Services and CenturyLink will have no liability therefrom, including for missed Service Levels.

7.6 Customer’s Security Policies. Customer acknowledges that CenturyLink implements security policies at Customer’s reasonable direction. Customer maintains overall responsibility for maintaining the security of Customer’s network and computer systems. Customer acknowledges that notwithstanding anything in this Schedule, the Service is not a warranty against malicious code, deleterious routines, and other techniques and tools employed by computer “hackers” and other third parties to create security exposures.

7.7 Customer Network. Customer acknowledges that Customer network is Customer’s sole responsibility. CenturyLink may provide Customer with guidelines for minimum system requirements, compatibility, and other information necessary to use the Service, and Customer is responsible for making any required changes to its network environment in order to utilize the Service.

7.8 Customer Change Notifications. Customer will provide CenturyLink with 5 Business Days’ advanced notice by the submission or update of a critical server ticket through the Portal regarding any changes to the network or firewall environment. If advance notice cannot be provided, Customer is required to provide CenturyLink with such notification of changes within 7 Business Days of said network changes.

7.9 If Customer or CenturyLink detects the Service is being affected by a continuing error, conflict or trouble report, or similar issue (in each case a “Chronic Problem”) caused by the Customer, Customer will resolve any Chronic Problem by taking whatever steps are deemed necessary to rectify the same, including, but not limited to: (i) removing or modifying the existing Service configuration (or requesting CenturyLink to remove the same); (ii) making changes to Customer’s network in order to adhere to CenturyLink’s guidelines in order to utilize the Service; (iii) changing or replacing Customer’s equipment or licensing and maintaining third party software required for the Service; (iv) failure of the access medium used by Customer to connect to Customer’s Internet or IPVPN, including failing to assure adequate bandwidth to support the Service. If Customer has not remedied the Chronic Problem within 30 days of request by CenturyLink, then CenturyLink may suspend or terminate the Service.

7.10 Unless Customer requests otherwise and CenturyLink agrees, CenturyLink will store the security log files for a rolling 90 days and make the security logs available to Customer in the Portal. In the event any such security log files contain personal data, CenturyLink will not use such personal data except as necessary to provide the Service and provide relevant information to Customer. CenturyLink will not undertake any additional security measures for log files containing personal data.

7.11 Personal Data. Customer and CenturyLink 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 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 Schedule, and any such personal data is provided on a controller-to-controller basis. Any personal data exchanged under this Schedule will be limited solely to the extent necessary for the parties to perform their obligations or exercise their rights under this Agreement. As used in this 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.

CenturyLink personnel will not access or attempt to access personal data that is processed via the operation of the Service. Processing is typically carried out at machine-level and CenturyLink will not retain any copies of data longer than necessary to perform the applicable Service or perform under the Agreement.

7.12 Acknowledgement.

Customer acknowledges that, by virtue of providing the Service, CenturyLink and its third party suppliers may need to process or transfer log data or information in connection with performance of Services wherever CenturyLink and/or its third party suppliers do business, including outside the European Economic Area (EEA), and use processors and permitted subprocessors (including personnel and resources) in locations worldwide. Customer further acknowledges that CenturyLink has no obligation to back up and store any Customer metrics or log related data beyond the 90 day rolling time period detailed in this Schedule and after Agreement expiration or termination at which time CenturyLink will automatically delete all logs. Customer acknowledges and consents that it is solely Customer’s responsibility to make copies of or obtain the logs obtained from the firewall services prior to expiration or termination.

7.13 Firewalls and devices, including any software on such devices, will be maintained and serviced only by or at the specific direction of CenturyLink. Customer will not (and will not permit any third party to) use, combine, modify, open, move, service (or attempt to service)

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or in any way interfere with a firewalls or other equipment or software provided by CenturyLink except as expressly permitted in writing by CenturyLink.

7.14 International Services. 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 CenturyLink affiliate that provides the local Service(s). Such CenturyLink affiliate will invoice Customer or its local affiliate for the respective local Service(s).

8. Modification or Termination of Premises Firewall Services by CenturyLink. CenturyLink reserves the right to modify any features or functionalities of the Service upon 90 days' prior notice to Customer. In the event that such modification materially or detrimentally affects the features or functionality of the Service, then Customer, as its sole remedy, may notify CenturyLink of such impact and if CenturyLink cannot remedy within 30 days, then Customer may cancel the affected Service without termination liability with 60 days' advanced written notice. Additionally, in such case, CenturyLink will notify Customer via e-mail of termination of the affected Service and Customer will not be billed for the terminated Service.

9. Portal. 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 CenturyLink promptly of any actual or suspected unauthorized use of any Credentials. CenturyLink reserves the right to terminate upon notice any Credentials that CenturyLink reasonably determines may have been accessed or used by an unauthorized third party. A monthly recurring charge will apply to any Customer users in excess of ten (10). Customer's primary Customer Security Contact will be given access to the Portal in order to facilitate access to reports regarding the Service and to facilitate the placing of change orders. The Service uses two-factor authentication ("2FA") for access to the portal. CenturyLink will provide Customer up to three security two-factor authentication tokens ("2FA Tokens") for access to the Portal. Customer will accept and comply with the End User Rules of Use associated with the 2FA Tokens. The 2FA tokens will be disabled for accounts that have not been active in more than six (6) months requiring such users to request new tokens if they wish to reestablish access. Access to the Portal's security areas is restricted to the authorized Customer Security Contacts. All information received by the Customer from CenturyLink through the Portal's security areas is deemed "Confidential", is solely for Customer's internal use and may not be re-distributed, resold or otherwise transmitted outside of Customer's organization.

10. Intellectual Property. The Service and CenturyLink provided software, and all copyrights, patent rights and all intellectual property rights are the sole and exclusive property of CenturyLink or its third-party provider or licensor(s). Customer is hereby provided a non-exclusive, limited, non-transferrable, personal, revocable (at CenturyLink's sole discretion), non-sublicenseable, non-assignable right to access and/or use the CenturyLink provided software or third party provided software solely in accordance with the Service; *provided, however*, Customer will not reverse engineer, disassemble, decompile, or otherwise attempt to derive the source code of the CenturyLink provided software except to the extent that applicable law prohibits reverse engineering restrictions, nor will Customer remove any disclaimers, copyright attribution statements or the like from the CenturyLink provided software and any breach of this Section will automatically result in termination of the license granted.

11. Disclaimer. Customer acknowledges the Services endeavor to mitigate security Events, but Events may not always be identified and if identified may not be mitigated entirely or rendered harmless. Customer further acknowledges that it should consider any particular Service as just one tool to be used as part of an overall security strategy and not a warranty of security. The Service provided under this Schedule is a supplement to Customer's existing security and compliance frameworks, network security policies and security response procedures, for which CenturyLink is not, and will not be, responsible. While CenturyLink will use reasonable commercial efforts to provide the Services hereunder in accordance with the SLA, the Services are otherwise provided "as-is". CENTURYLINK MAKES NO WARRANTY OR REPRESENTATION, EXPRESS OR IMPLIED, THAT ALL SECURITY THREATS AND VULNERABILITIES WILL BE DETECTED, THAT THE PERFORMANCE OF THE SERVICES WILL RENDER CUSTOMER'S SYSTEMS INVULNERABLE TO SECURITY BREACHES, THAT ANY SOFTWARE PROVIDED BY CUSTOMER WILL BE COMPATIBLE WITH THE SERVICE AND/OR THAT CENTURYLINK'S RECOMMENDATIONS, ASSESSMENTS, TESTS, REPORTS OR MONITORING WILL BE ACCURATE, COMPLETE, ERROR-FREE, OR EFFECTIVE IN ACHIEVING CUSTOMER'S SECURITY AND/OR COMPLIANCE RELATED OBJECTIVES. Customer's sole remedies for any non-performance, outages, failures to deliver or defects in Service are contained in the Service Levels and Chronic Problem Sections.

12. Resale Restriction. Notwithstanding anything to the contrary in the Agreement, Customer is prohibited from reselling any Service provided pursuant to this Schedule without the express written consent of CenturyLink.

13. Service Level Agreement ("Service Levels" or "SLA"). The Service Levels are not available until completion of Service Validation. Whether a Service issue constitutes a Service Level outage or failure for Service credit purposes will be determined by CenturyLink as supported by records, trouble tickets, data and other evidence, including through the use of third party monitoring tools. Credits are only available against the MRC for the affected Service. Service Levels do not apply to Excused Outages, periods of Suspension or to Chronic Problems.

13.1 Availability. The Service will be available to pass traffic 99.9% of the total hours during every calendar month. For any day in which CenturyLink fails to meet the availability, response time, and notification and/or resolution Service Levels above, Customer will be entitled to a service credit equal to 1/30th of the MRC of the affected Service at the applicable Customer site. The service credit cannot exceed 1/30th of such MRC in any day.

13.2 Response Time Service Level Objectives ("Response Time SLOs). CenturyLink continuously monitors all firewalls and provides on-site maintenance and repair once CenturyLink has detected a firewall has experienced a failure. The on-site coverage is as follows:

- Next Business Day Response Time SLO with advanced replacement repair coverage and on-site coverage options available at each Customer site varies by country.

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- Four Hour Response Time SLO is available for an additional charge, where available, but requires separate contract documents to be executed.

For purposes of this Schedule, "Business Day" means Monday through Friday.

13.3 Security Event Monitoring – Notification and Resolution SLA. If Customer's package does not include IDS/IPS or if the Customer has disabled the IDS/IPS feature, this section does not apply. Customer may view the Event detail (including timestamp, Event name, attack type) on the Portal.

(a) Incidents. If CenturyLink's systems alert the SOC that an Event or series of Events may impact the security of Customer's network, a SOC analyst will analyze the Event(s) to detect if an Incident has occurred. If CenturyLink detects an Incident has occurred, CenturyLink will submit a trouble ticket on Customer's behalf. Customer may also submit a trouble ticket if it believes an Incident has occurred. CenturyLink determines how Incidents are classified through the use of signature priorities, algorithms, event correlation, and professional judgment. CenturyLink reserves the right to modify the categories and classifications of Incidents. CenturyLink supports a notification Service Level and a resolution Service Level, as set forth below.

(b) Notification. If CenturyLink submits the trouble ticket on Customer's behalf, CenturyLink will notify the Customer Security Contacts by phone or email (as agreed upon between the parties) of the occurrence of Incidents (i) within 15 minutes of CenturyLink classifying the Incident as Critical and (ii) within 30 minutes of CenturyLink classifying the Incident as High. If Customer submits the trouble ticket, there is no notification Service Level.

(c) Resolution. CenturyLink will use reasonable efforts to achieve the resolution timeframes for Incidents as identified below. All timeframes start upon CenturyLink's validation and confirmation from Customer that action is necessary.

Event Monitoring and Notification Table

Priority Level	Target Resolution Time
<p>Priority 1 – Critical A Network or application attack that has rendered Customer's network inoperable or that poses an imminent threat of compromise.</p>	<p>Within 15 minutes of classification via telephone or email</p>
<p>Priority 2 – Major A Network or application attack that has caused essential applications or functionality to be significantly impaired.</p>	<p>Within 30 minutes of classification via telephone or email</p>
<p>Priority 3 – Minor An internal, unforeseen Customer network or application security issue or industry vulnerability.</p>	<p>Via weekly report</p>
<p>Priority 4 – Other* A non-time sensitive reported security issue. An informational request that may be explained in Portal FAQs, but nonetheless Customer would like to speak about the issue. This includes tuning requests.</p>	<p>Via weekly report</p>

* For Low priority Incidents, these metrics are service objectives only. No service credits or other remedy will apply for failure to achieve these objectives.

13.4 Service Credits. For any day in which CenturyLink fails to meet the availability, response time, and notification and/or resolution Service Levels above, Customer will be entitled to a service credit equal to 1/30th of the MRC of the affected Service at the applicable Customer site. The service credit cannot exceed 1/30th of such MRC in any day.

13.5 Limits. If the Service is used in conjunction with CenturyLink provided MPLS, CenturyLink IQ Networking Private Port, Internet and/or Managed Network Services, Service Levels for those services are subject to separate Service Schedules. Notwithstanding anything to the contrary, in no event will the aggregate service credits available in this Schedule in any month exceed the 100% of the MRCs for Services provided during the month.

13.6 General Terms for all Service Levels. To be eligible for credits, Customer must be current in its obligations, and Customer must contact CenturyLink Billing Inquiries via the contact information provided on their invoice, open a ticket in the Portal or contact their account manager to report any issue for which Customer thinks a Service Level may apply within 30 calendar days after the issue occurs. Credits will only apply against the applicable MRC for the affected Service, and will not apply to any other services provided by CenturyLink. Duplicative credits will not be awarded for a single failure, incident or outage. The Service Level credits and termination rights stated in this Schedule will be Customer's sole and exclusive remedies with respect to any service failure or outage.

**CENTURYLINK NETWORK FIREWALL SERVICE
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1. Applicability. This Service Schedule is applicable only where Customer orders CenturyLink Network Firewall Service (“Network Firewall Service”) which may be designated as “Enterprise Security Gateway” (ESG), “Adaptive Network Security” (ANS), or “Network Based Security” (NBS) in the Order, Order acceptance, service delivery, billing and related documents (collectively, the “Services”). The CenturyLink affiliate (“CenturyLink”) providing the Services under this Service Schedule will be identified in the invoice. This Service Schedule incorporates the terms of the Master Service Agreement or other service agreement pursuant to which CenturyLink provides services to Customer (the “Agreement”).

2. Definitions.

“Advanced Change” means any change that is not a Basic Change and an additional Order may be required to complete an Advanced Change.

“Basic Changes” are changes that do not directly impact Customer’s overall solution.

“Customer Provided CPE” means hardware, software, and other tangible equipment and intangible computer code it may contain that is provided, configured, deployed and managed by Customer and/or its designee. Customer is responsible for installing any software, whether Customer or CenturyLink provided, on Customer Provided CPE.

“Event” means any security abnormality detected by the Service and reported by the IDS/IPS feature. An Event does not necessarily constitute an actual security incident and must be investigated further to determine its validity.

“Excused Outage” shall also mean, for purposes of this Schedule, the Service Levels will not apply, and Customer will not be entitled to receive a credit or exercise a termination right under the applicable Service Level, for (i) failure of Customer CPE or any other failure or malfunction of equipment, applications, public internet, network or systems not owned, controlled or provided by CenturyLink; (ii) Customers’ actions or omissions (including but not limited to not releasing the Service for testing/repair, failure or to provide timely approvals or consents, failure to provide and maintain current contact information and escalation lists; (iii) force majeure events; (iv) Regularly Scheduled Maintenance or emergency maintenance; (v) CenturyLink’s lack of access to the Customer premises where reasonably required to restore any equipment, internet, network, or systems owned or controlled by CenturyLink and necessary to provide the Service; or (vi) Customer is in breach of its obligations under the Agreement or this Service Schedule.

“Gateway” means the physical location (e.g. gateway, POP) in the network that houses the CenturyLink equipment utilized to provide each instance of the customer’s Service.

“Incident” means any single Event or collection of Events that have been evaluated and deemed a security threat.

“Portal” means the Service specific web-based portal to which Customer will have access in order to monitor Customer’s traffic and view Events.

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

“Service Unavailability” is when Service is unable to pass traffic for reasons other than an Excused Outage.

“SOC” means CenturyLink security operations center.

3. Service Description. Network Firewall Service is a security service that manages and monitors traffic between the Internet and Customer’s separately purchased CenturyLink MPLS/IP VPN network, CenturyLink IQ® Networking Private Port, CenturyLink Internet services, or third-party Internet services. CenturyLink continually makes improvements to the Service and reserves the right to make any updates, error corrections, bug fixes, and other feature changes or modifications to any software, equipment or hardware utilized by CenturyLink to provide the Services, at any time. CenturyLink will use reasonable efforts to make changes during Regularly Scheduled Maintenance.

3.1 Service Features. The following additional service features may be purchased by Customer:

(a) Firewall. Firewall provides monitoring of Customer’s web and file transactions using a unified threat management (UTM) device installed by CenturyLink within a Gateway. Firewall uses template-based firewall configurations to filter inbound and outbound traffic. The Firewall feature also creates security logs that provide reports of corporate web activity and malicious content blocked. Security logs are only retained for a limited period of time. If the logs are available, Customer may request a copy for an additional charge.

(b) Intrusion Detection and Prevention (“IDS/IPS”). The IDS/IPS feature of the Service monitors Customer’s network traffic on a 24x7 basis for attack and misuse signatures. IDS detects and monitors web and network transaction activities for suspicious and/or malicious traffic or policy violations and, if detected, provides electronic alerts via the Portal. IPS is a network security/threat prevention tool that examines network traffic flows to help prevent vulnerability exploits. The IPS policy consists of a set of signatures, each of which has a severity and has a defined action to “pass,” “alert” or “block.”

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- (c) **Content Filtering.** Content Filtering feature is designed to classify and block known malicious URLs from affecting Customer's environment. "Good" URLs are categorized to help enable Customer to apply Internet usage policies.
- (d) **Data Loss Prevention ("DLP").** The DLP feature scans or filters outbound traffic to detect potential data ex-filtration transmissions. DLP is designed to monitor, detect, block information designated as sensitive by the Customer, and alert Customer to take action.
- (e) **Anti-Malware Sandboxing.** Anti-Malware Sandboxing analyzes files by looking for malicious indicators, including host changes, outbound traffic, and attempts to bypass anti-virus analysis. If detected, a signature to address such threat is created and implemented.
- (f) **Adaptive Network Security Mobility.** Adaptive Network Security Mobility may be delivered by Secure Sockets Layer Virtual Private Network ("SSL VPN") or by IPSEC. Delivery by SSL VPN requires an Internet connection and a standard SSL enabled web browser. If delivered by SSL VPN, Adaptive Network Security Mobility securely provides access to Customer's internal network for remote users and allows Customer's end users to remotely connect to Customer's network. At the external port, the URL directs the traffic to Customer's appropriate network access point. If delivered by IPSEC, Customer's or the applicable end user is required to license and install Endpoint Client Software on the end user's work station. CenturyLink is not responsible for issues caused by the installation or use of the Endpoint Client Software on Customer devices. Export restrictions must be followed for encryption technology Adaptive Network Security Mobility provides an encrypted layer 3 connection into Customer's network.
- (g) **Log Streaming.** Log Streaming is an optional feature available with certain Service package types as determined by CenturyLink that allows Customers to receive logs and security event data at Customer's designated infrastructure destination for third party event monitoring and in-house analytics.

Customer acknowledges that Log Streaming service must be setup over an encrypted session. This Log Streaming feature requires Customer to provide CenturyLink with a digital SSL certificate to be loaded on to Log Streaming platform in order for the traffic to be sent over an encrypted session. Customer is responsible for configuring Customer's SIEM (Security Information and Event management) platform and network environment to allow, accept and store logs and/or security events transmitted by CenturyLink. The Log Streaming feature delivers Event notifications for up to 2 Customer provided SIEM or IP addresses. Customer acknowledges that Event notifications sent to the SIEM are delivered over the Internet and such delivery may fail due to Internet connectivity issues outside of CenturyLink's control. Customer, and not CenturyLink is responsible for storage of the logs received; however, CenturyLink has the ability to send/resend buffered logs if needed for up to 14 days. Customer acknowledges and agrees that Log Streaming is provided "as-is" and "as available" and CenturyLink shall have no liability related to or arising from use by Customer of this feature.

3.2 Package Types. The Service is available in one of two package types. The package types may be designated as "Basic," "Standard," "Premium," or "Unlimited" as applicable in the Order, pricing attachment, Order acceptance, service delivery, billing and related documents.

- (a) **Basic/Standard.** The Basic/Standard package includes Firewall. If Customer orders a Basic ANS package, IDS/IPS is also included.
- (b) **Premium/Unlimited.** The Premium/Unlimited package includes Firewall, IDS/IPS and DLP. If Customer orders an Unlimited NBS package, Content Filtering is also included.

3.3 Ala Carte Options. The following can be added as an ala carte option to a Service package where the option is not automatically included in the package:

1. Content filtering.
2. Anti-Malware Sandboxing (only available with ANS).
3. Adaptive Network Security Mobility (only available with ANS).

4. Change Management. Customer may request logical changes to the Service by raising a MACD (Move, Add, Change, Delete) request via a ticket through the Portal. The SOC will review the request and will advise whether the change is a Basic Change or an Advanced Change (with an associated charge).

The Basic/Standard Service package includes five (5) Basic Changes per month per instance without charge. Basic Changes exceeding five (5) may be subject to a charge of \$250 per change. If Customer purchases a Premium/Unlimited package, there is no limit on the number of Basic Change requests per instance.

5. Charges and Customer Delays. Charges for the Service consists of the following: (i) non-recurring charges ("NRC") for installation and change requests, (ii) monthly recurring charge(s) ("MRC") for Service package type/Service element(s) and the bandwidth level Customer selects, and (iii) any additional charges as may be set forth in the Order. Adaptive Network Security Mobility requires an additional MRC based on the number of concurrent users. CenturyLink may install and invoice Service features contained in an Order separately.

Customer agrees to pay and/or reimburse CenturyLink for fees, costs and/or expenses related to or resulting from (i) any unreasonable delays or omissions in Customer's performance of its obligations to enable the Service, and/or (ii) additional installation or subsequent work required to be performed, caused by (a) Customer's request for changes (except as set forth in the Change Management section of

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this Service Schedule) to the applicable Service unless such change is due to an act or omission of CenturyLink, or (b) any other actions or omissions by Customer which materially affect CenturyLink's ability to perform its obligations hereunder.

Customer understands and agrees that if Customer fails to take any actions required to enable CenturyLink to complete delivery of Service, then, 5 days following notice to Customer of CenturyLink's inability to complete full delivery due to Customer inaction, CenturyLink will commence billing and Customer will be obligated to pay CenturyLink for Service.

6. Customer Responsibilities and Restrictions.

6.1 Customer Security Contacts. 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 assure that the Customer Security Contacts and all associated details are accurate and current at all times. Customer will ensure that at least one Customer Security Contact is available to be contacted by the SOC at any given time (24x7x365). CenturyLink will only accept, discuss or make changes to the Service with the registered Customer Security Contacts or via the Portal. Requests for changes to the list of Customer Security Contacts must be made by an existing Customer Security Contact.

6.2 Access to Managed Devices and Customer Sites. Customer agrees to provide CenturyLink with prompt, reasonable and safe access to any applicable Customer sites necessary for CenturyLink to provide the Service and to comply with any reasonable physical and environmental requirements as may be identified by CenturyLink. Customer is required to provide hands on assistance for the purposes of troubleshooting and/or diagnosing technical difficulties.

6.3 Third-Party IP Addresses and Networks. If (i) any of the IP addresses identified by Customer as part of Service solution are associated with computer systems that are owned, managed, and/or hosted by a third-party service provider ("Third-Party Provider") or (ii) any Customer equipment or any other computer systems to be monitored as part of the Service are part of a network or other computer systems owned, managed and/or otherwise controlled by, or collocated on premises owned, managed, and/or otherwise controlled by a Third-Party Provider, Customer warrants that it has and will maintain, the consent and authorization from such Third-Party Provider(s) necessary for CenturyLink (and its affiliates, agents and subcontractors) to perform all elements of the Service, including but not limited to any vulnerability scanning of such Third-Party Provider networks that may be reasonably necessary as part of the provision of the Service. Customer agrees to facilitate any necessary communications and exchanges of information between CenturyLink and such Third-Party Provider(s).

6.4 CenturyLink Provided Software. If any third-party software, or agent including any corresponding documentation, is required in connection with the Service, Customer agrees to use such third party software strictly in accordance with all applicable licensing terms and conditions, including any click to accept terms required as part of the download/install process. Customer acknowledges and agrees that it is solely responsible for selecting and ensuring that Customer provided software and systems are up to date and supportable. Customer's failure to do so may result in CenturyLink's inability to provide the Services and CenturyLink shall have no liability therefrom, including for missed Service Levels.

6.5 Customer Provided CPE. Customer may use Customer Provided CPE that is pre-approved by CenturyLink and supports CenturyLink's IPSec encryption method standards. All Customer Provided CPE must be subject to a current maintenance contract supported by the manufacturer. Customer will be solely responsible for the installation, operation, maintenance, use and compatibility of Customer Provided CPE. Customer will cooperate with CenturyLink in setting the initial configuration for the Customer Provided CPE that interfaces with the Services and comply with CenturyLink's instructions. Router configuration, deployment and management will be provided by Customer unless Customer separately purchases those services from CenturyLink.

6.6 Customer's Security Policies. Customer acknowledges that CenturyLink implements security policies at Customer's reasonable direction. Customer maintains overall responsibility for maintaining the security of Customer's network and computer systems. Customer acknowledges that notwithstanding anything in this Service Schedule, the Service is not a guaranty against malicious code, deleterious routines, and other techniques and tools employed by computer "hackers" and other third-parties to create security exposures.

6.7 Customer Network. Customer acknowledges that Customer network is Customer's sole responsibility. CenturyLink may provide Customer with guidelines for minimum system requirements, compatibility, and other information necessary to use the Service, and Customer is responsible for making any required changes to its network environment in order to utilize the Service.

6.8 IP Addresses and Domain Names. In the event that CenturyLink assigns to Customer an IP address as part of the provision of the Service, such IP address will (upon CenturyLink's request and to the extent permitted by law) revert to CenturyLink after termination of the applicable Order for any reason whatsoever, and Customer will cease using such address. At any time after such termination, CenturyLink may re-assign such address to another user. In the event that CenturyLink obtains a domain name for Customer (which may be required in some jurisdictions), Customer will be the sole owner of such domain name. Customer will be solely responsible for: (i) paying any fees (including renewal fees) relating thereto; (ii) complying with any legal, technical, administrative, billing or other requirements imposed by the relevant domain name registration authority; and (iii) modifying such domain name in the event Customer changes service providers.

6.9 Customer Change Notifications. Customer will provide CenturyLink with 5 business days' advanced notice by the submission or update of a critical server ticket through the Portal regarding any changes to the network or firewall environment. If advance notice

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cannot be provided, Customer is required to provide CenturyLink with such notification of changes within 7 business days of said network changes.

6.10 In the event Customer or CenturyLink determine that the Service is being affected by a continuing error, conflict or trouble report, or similar issue (in each case a "Chronic Problem") caused by the Customer, Customer shall resolve any Chronic Problem by taking whatever steps are deemed necessary to rectify the same, including, but not limited to: (i) removing or modifying the existing Service configuration (or requesting CenturyLink to remove the same); (ii) making changes to Customer's network in order to adhere to CenturyLink's guidelines in order to utilize the Service; (iii) changing or replacing Customer's CPE or other equipment or licensing and maintaining third party software required for the Service; (iv) failure of the access medium used by Customer to connect to Customer's Internet or IPVPN, including failing to assure adequate bandwidth to support the Service. If Customer has not remedied the Chronic Problem within 30 days of request by CenturyLink, then CenturyLink may suspend or terminate the Service.

6.11 Unless Customer requests otherwise and CenturyLink agrees, CenturyLink shall store the security log files for rolling 90 days and make the security logs available to Customer in the Portal. In the event any such security log files contain personal data, CenturyLink will not use such personal data except as necessary to provide the Service and provide relevant information to Customer. CenturyLink will not undertake any additional security measures for log files containing personal data; and

6.12 Personal Data. Customer and CenturyLink acknowledge that it may be necessary to provide the other party with personal data or to access personal data of the other party as necessary for the performance of each party's obligations under the Agreement and/or this Service Schedule, including, but not limited to and where applicable, employees' and authorized representatives' names, business contact information, technical or operational data (such as online identifiers), credentials to access portals and other platforms made available by one party to the other and similar personal data. The parties acknowledge and agree that each is a controller with respect to any such personal data exchanged under the Agreement and/or this Service Schedule, and any such personal data is provided on a controller-to-controller basis. Any personal data exchanged in accordance with this Section will be limited to the extent necessary for the parties to perform their obligations or exercise their rights under the Agreement or this Service Schedule. As used herein, the terms "personal data," "processing," "processor" and "controller" shall 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). Each party shall 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. Unless otherwise set forth in the Agreement, CenturyLink personnel will not access or attempt to access personal data that is processed via the operation of the Service. Processing is typically carried out at machine-level and CenturyLink will not retain any copies of data longer than necessary to perform the applicable Service or perform under the Agreement. To the extent legally required, Customer and CenturyLink will enter into separate written agreements required to comply with laws governing the relationship between a controller and processor with respect to the processing of personal data described in this Section, including, without limitation, any agreements required to facilitate necessary cross-border personal data transfers. Customer will be responsible for notifying CenturyLink whether such written agreements are required based on the nature of the data being processed.

6.13 Customer acknowledges that CenturyLink has no obligation to back up and store any Customer metrics or log related data beyond the 90 day rolling time period detailed in this Schedule and after Agreement expiration or termination at which time CenturyLink will automatically delete all logs. Customer acknowledges and consents that it is solely Customer's responsibility to make copies of or obtain the logs obtained from the firewall services prior to expiration or termination.

7. Modification or Termination of Network Firewall Services by CenturyLink. CenturyLink reserves the right to modify any features or functionalities of the Service upon 90 days' prior notice to Customer. In the event that such modification materially or detrimentally affects the features or functionality of the Service, then Customer, as its sole remedy, may notify CenturyLink of such impact and if CenturyLink cannot remedy within 30 days, then Customer may cancel the affected Service without termination liability with 60 days' advanced written notice. Additionally, in such case, CenturyLink will notify Customer via e-mail of termination of the affected Service and Customer will not be billed for the terminated Service.

8. Portal. Customer's primary Customer Security Contact will be given access to the Portal in order to facilitate access to reports regarding the Service and to facilitate the placing of change orders. In order to access the Portal, Customer Security Contacts are required to have tokens, which will be provided by CenturyLink to the applicable Customer Security Contacts. CenturyLink will provide Customer up to three security two-factor authentication tokens ("2FA Tokens") for access to the Portal. Customer will accept and comply with the End User Rules of Use associated with the 2FA Tokens. If Customer requests more than three 2FA Tokens, CenturyLink will provide the additional 2FA Tokens for an additional charge. Access to the Portal's security areas is restricted to the authorized Customer Security Contacts. All information received by the Customer from CenturyLink through the Portal's security areas is deemed "Confidential", is solely for Customer's internal use and may not be re-distributed, resold or otherwise transmitted outside of Customer's organization.

9. Intellectual Property. The Service and CenturyLink Provided Software, and all copyrights, patent rights and all intellectual property rights are the sole and exclusive property of CenturyLink or its third-party provider or licensor(s). Customer is hereby provided a non-exclusive, limited, non-transferrable, personal, revocable (at CenturyLink's sole discretion), non-sublicenseable, non-assignable right to access and/or use the CenturyLink Provided Software or third party provided software solely in accordance with the Service; *provided, however*, Customer will not reverse engineer, disassemble, decompile, or otherwise attempt to derive the source code of the CenturyLink Provided Software, nor will Customer remove any disclaimers, copyright attribution statements or the like from the CenturyLink Provided Software and any breach of this Section will automatically result in termination of the license granted.

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10. Disclaimer. Customer acknowledges that the Services endeavor to mitigate security Events, but Events may not always be identified and if identified may not be mitigated entirely or rendered harmless. Customer further acknowledges that it should consider any particular Service as just one tool to be used as part of an overall security strategy and not a guarantee of security. The Service provided herein is a supplement to Customer's existing security and compliance frameworks, network security policies and security response procedures, for which CenturyLink is not, and will not be, responsible. While CenturyLink will use reasonable commercial efforts to provide the Services hereunder in accordance with the SLA, the Services are otherwise provided "as-is". CENTURYLINK MAKES NO WARRANTY, GUARANTEE, OR REPRESENTATION, EXPRESS OR IMPLIED, THAT ALL SECURITY THREATS AND VULNERABILITIES WILL BE DETECTED, THAT THE PERFORMANCE OF THE SERVICES WILL RENDER CUSTOMER'S SYSTEMS INVULNERABLE TO SECURITY BREACHES, THAT ANY THIRD PARTY SOFTWARE PROVIDED BY CUSTOMER WILL BE COMPATIBLE WITH THE SERVICE AND/OR THAT CENTURYLINK'S RECOMMENDATIONS, ASSESSMENTS, TESTS, REPORTS OR MONITORING WILL BE ACCURATE, COMPLETE, ERROR-FREE, OR EFFECTIVE IN ACHIEVING CUSTOMER'S SECURITY AND/OR COMPLIANCE RELATED OBJECTIVES. .

10.1. Additional Disclaimers. CENTURYLINK DOES NOT REPRESENT OR WARRANT THAT THE SERVICE AND ANY SOFTWARE IS NON-INFRINGEMENT, OR THAT IT WILL BE UNINTERRUPTED, ERROR-FREE OR VIRUS FREE, FREE FROM ERROR, THAT ANY DOCUMENTATION OR MATERIALS ARE COMPLETE OR THAT THE SERVICE OR SOFTWARE WILL MEET OR SUPPORT CUSTOMER'S BUSINESS REQUIREMENTS.

11. Resale Restriction. Notwithstanding anything to the contrary in the Agreement, Customer is prohibited from reselling any Service provided pursuant to this Service Schedule without the express written consent of CenturyLink.

12. Service Level Agreement ("Service Levels" or "SLA"). The Service Levels are not available until completion of Service Validation. Whether a Service issue constitutes a Service Level outage or failure for Service credit purposes will be determined by CenturyLink in its good faith discretion supported by records, trouble tickets, data and other evidence, including through the use of third party monitoring tools. Credits are only available against the MRC for the affected Service. Service Levels do not apply to Excused Outages, periods of permitted suspension or period of Chronic Problems.

12.1 Availability. The Service will be available to pass traffic 99.9% of the total hours during every calendar month (the "Availability SLA"). Service Unavailability is calculated from the timestamp when CenturyLink opens a trouble ticket following the report of a problem by the Customer until the time the ticket is closed. For Service Unavailability, Customer will be entitled to a service credit off of the MRC for the affected Service based on the cumulative minutes of Service Unavailability in a calendar month.

If the aggregate Service Unavailability during a calendar month meets or exceeds the durations identified below, the following remedies will apply. Service Credits are based on the MRC of the affected Service.

Aggregate Service Unavailability Duration in a Calendar Month (hrs:mins:secs)	Service Level Credit
00:00:01 – 00:43:00 (99.9%)	No credit
00:43:01 – 04:00:00	10% of the MRC
04:00:01 – 08:00:00	15% of the MRC
08:00:01 – 12:00:00	20% of the MRC
12:00:01 – 16:00:00	25% of the MRC
16:00:01 – 24:00:00	30% of the MRC
24:00:01 or greater	35% of the MRC

12.2 Security Event Monitoring – Notification and Resolution. If Customer's package does not include IDS/IPS or if the Customer has disabled the IDS/IPS feature, this section does not apply. Customer may view the Event detail (including timestamp, Event name, attack type) on the Customer Portal.

(a) Incidents. If CenturyLink's systems alert the SOC that an Event or series of Events may impact the security of Customer's network, a SOC analyst will analyze the Event(s) to determine if an Incident has occurred. If CenturyLink determines an Incident has occurred, CenturyLink will submit a trouble ticket on Customer's behalf. Customer may also submit a trouble ticket if it believes an Incident has occurred. CenturyLink determines how Incidents are classified through the use of signature priorities, algorithms, event correlation, and professional judgment. CenturyLink reserves the right to modify the categories and classifications of Incidents. CenturyLink supports a notification Service Level and a resolution Service Level, as set forth below.

(b) Notification. If CenturyLink submits the trouble ticket on Customer's behalf, CenturyLink will notify the Customer Security Contacts by phone or email (as agreed upon between the parties) of the occurrence of Incidents (i) within 15 minutes of CenturyLink classifying the Incident as Critical and (ii) within 30 minutes of CenturyLink classifying the Incident as High. If Customer submits the trouble ticket, there is no notification Service Level.

(c) Resolution. CenturyLink will use reasonable efforts to achieve the resolution timeframes for Incidents as identified below. All timeframes start upon CenturyLink's validation and confirmation from Customer that action is necessary.

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Incident Resolution Table

Priority Level	Target Resolution Time Basic/Standard Packages	Target Resolution Time Premium/Unlimited Packages
Priority 1 – Critical A Network or application attack that has rendered Customer's network inoperable or that poses an imminent threat of compromise.	Within 2 hrs	Within 1 hr
Priority 2 – High A Network or application attack that has caused essential applications or functionality to be significantly impaired.	Within 4hrs	Within 2hrs
Priority 3 – Medium An internal, unforeseen Customer network or application security issue or industry vulnerability.	Within 10hrs	Within 6hrs
Priority 4 – Low* A non-time sensitive reported security issue. An informational request that may be explained in Portal FAQs, but nonetheless Customer would like to speak about the issue. This includes tuning requests.	Within 24hrs	Within 12hrs

* For Low priority Incidents, these metrics are service objectives only. No service credits or other remedy will apply for failure to achieve these objectives.

(d) Service Credits. For any day in which CenturyLink fails to meet the notification and/or resolution Service Levels for reasons other than an Excused Outage, Customer shall be entitled to a service credit equal to 1/30th of the MRC of the Service at the applicable Customer site. The service credit cannot exceed 1/30th of such MRC in any day.

12.3 Limits. If the Service is used in conjunction with CenturyLink provided MPLS, CenturyLink IQ Networking Private Port, Internet and/or Managed Network Services, Service Levels for those services are subject to separate Service Schedules. Notwithstanding anything to the contrary, in no event will the aggregate service credits available in this Service Schedule in any month exceed the MRCs for Network Firewall Services provided during the month.

12.4 General Terms for all Service Levels. To be eligible for credits, Customer must be current in its obligations, and Customer must contact CenturyLink Billing Inquiries via the contact information provided on their invoice, open a ticket in the Portal or contact their account manager to report any issue for which Customer thinks a Service Level may apply within 30 calendar days after the issue occurs. Credits shall only apply against the applicable MRC for the affected Service, and will not apply to any other services provided by CenturyLink. Duplicative credits will not be awarded for a single failure, incident or outage. The aggregate credits in any calendar month shall not exceed 100% of the MRC of the affected Service. The Service Level credits and termination rights stated in this Service Schedule shall be Customer's sole and exclusive remedies with respect to any service failure or outage.

RENTAL CPE SERVICE EXHIBIT

1. General; Definitions. CenturyLink will provide Customer with rental customer premises equipment and software license offerings (collectively, "CPE") and CPE installation and maintenance ("Service") under the terms set forth in the Agreement, this Service Exhibit and any Rental CPE Rate Attachment submitted hereunder. Capitalized terms not defined herein are defined in the Agreement. "Rental CPE Rate Attachment" means the CenturyLink order request form issued and executed by CenturyLink and Customer. CPE, as defined in this Service Exhibit, does not include CPE purchased by Customer. In order to qualify for CPE, Customer must also purchase either CenturyLink IQ® Networking, SIP Trunk, Analog VoIP, Hosted VoIP, Managed Office, Managed Enterprise, Integrated Access, Hosted Collaboration Solution, SD-WAN or any CenturyLink bundle, package or promotion that includes these services; or CenturyLink QC intrastate Metro Ethernet service under a separate agreement (collectively "Underlying Service").

2. Delivery and Return. CPE will be delivered to Customer's location as identified, in writing, by Customer. Delivery will be made either by F.O.B. origin, freight paid by Customer, or personal delivery by CenturyLink. CPE will be installed as designated herein, or as otherwise agreed upon by the parties. Except as otherwise provided in the Service Exhibit for the Underlying Service, upon termination of Service, or when Customer replaces CPE with upgraded models, Customer must return terminated or replaced CPE at its own expense within 15 calendar days of termination or replacement. CenturyLink will provide Customer with return instructions. Customer will deliver CPE to CenturyLink in the same condition it was on the Effective Date, normal wear and tear excepted, and give CenturyLink written notice of such return. If CPE is not returned within 15 calendar days of termination, Customer will become owner of and bear all responsibility for the terminated or replaced CPE and CenturyLink may invoice Customer the then-current value of the applicable CPE model ("Replacement Cost").

3. Ownership and Use. Except as provided in Paragraph 2, CPE is the personal property of CenturyLink, its designee or a third-party provider, notwithstanding that the 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 in the CPE other than as provided herein and will hold the CPE subject and subordinate to the rights of CenturyLink. Customer will: (a) at its own expense, keep the CPE free and clear of any claims, liens, and encumbrances of any kind; and (b) make no alterations or affix any additions or attachments to the CPE, except as approved by CenturyLink in writing. Customer will not remove, alter or destroy any labels on the CPE and will allow CenturyLink the inspection of the CPE at any time. As between CenturyLink and Customer, Customer will bear the entire risk of loss, theft, casualty, destruction or damage to the CPE following delivery from any cause whatsoever (collectively, "Loss"), until returned to CenturyLink. Customer agrees to advise CenturyLink in writing within five business days of any such Loss. In no event will such Loss relieve Customer of the obligation to pay CenturyLink any amounts due hereunder.

4. Software. Software licensor has retained title to the software. To the extent possible, CenturyLink grants Customer a software license or sublicense in the software according to the licensing agreement accompanying such software, which extends only to Customer's own internal business use of such software and only on or with the designated CPE. Software must be held in confidence and may not be reproduced unless specifically authorized by the software licensor. Customer is prohibited from reverse engineering, decompiling or disassembling the CPE or otherwise attempting to derive the source code of the software. All CPE is subject to the terms and conditions set forth in the manufacturer's or publisher's warranty or end-user license.

5. Insurance. Without limiting the liabilities or indemnification obligations of Customer, Customer will, at its own cost and expense, maintain during the term of this Agreement, such insurance as required hereunder. 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 where CPE is located. Customer may obtain all insurance limits through any combination of primary and excess or umbrella liability insurance.

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

CenturyLink, 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 CenturyLink, subject to the Indemnification provisions of this Agreement. Prior to commencement of work under this Agreement, Customer will make available to CenturyLink evidence of the insurance required herein.

6. Charges. The charges for CPE and Service are set forth in the Rental CPE Rate Attachment, and will be used to calculate Contributory Charges. Charges will commence within five days of CenturyLink's notification to Customer that the Underlying Service is provisioned and ready for use ("Start of Service Date"). CenturyLink may cease providing Service and demand return of CPE if payment is not made when due.

7. CPE Replacement Recovery Charge. Where CPE rented from CenturyLink is replaced due to loss or damage not covered by maintenance under the applicable Detailed Description (for example, damage from accident, misuse or abuse), Customer will pay: (a) the Replacement Cost for the damaged CPE, and (b) a one-time charge to cover CenturyLink's cost to ship the new CPE. If Customer requires on-site assistance from CenturyLink to install the replacement CPE, an additional dispatch charge will apply. CenturyLink 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. The terms and conditions in this Service Exhibit will continue to apply. Replacement CPE may or may not be the same model.

8. Term. This Service Exhibit will commence on the Effective Date of the Agreement (or, if applicable, an amendment to the Agreement if this Service Exhibit is added to the Agreement after its Effective Date), and will remain in effect until terminated. Either party may terminate this Service Exhibit with at least 60 days prior written notice to the other party. Termination will not affect obligations under Rental CPE Rate Attachments accepted prior to the effective date of termination, and this Service Exhibit will remain in effect as to such obligations if it would otherwise have terminated. CPE and Service ordered during the Term will commence on the Start of Service Date and will continue for a number of months as set forth on the Rental CPE Rate Attachment ("CPE Term"). If the Agreement or any CPE

RENTAL CPE SERVICE EXHIBIT

and Service provided hereunder are terminated prior to the expiration of the applicable CPE Term for reasons other than by Customer for Cause, then Customer will pay to CenturyLink: (a) all charges for CPE and Service provided through the effective date of such cancellation; and (b) an early cancellation charge of 100% of the balance of MRCs that otherwise would have become due for the unexpired portion of the CPE Term.

9. Installation, Maintenance and Safety Compliance. Installation, maintenance or other labor provided to Customer pursuant to this Agreement is subject to, and controlled by, Detailed Description(s) which are posted under CPE at <http://www.centurylink.com/legal/> and are incorporated by reference and made a part of this Service Exhibit. CenturyLink may change the Detailed Descriptions at any time and such change will be effective upon posting to the Web site. Customer is responsible for informing CenturyLink of the existence, location and condition of any Hazardous Substances that may be in or around the CenturyLink work area. "Hazardous Substance" means a substance regulated by any safety regulation and includes, without limitation, asbestos.

10. Miscellaneous. With respect to the Agreement terms incorporated by reference, "Service" is replaced with "CPE" and "Service" as defined in this Service Exhibit.

11. Other Terms.

11.1 General. Any references to a Revenue Commitment or Contributory Charges will not apply to this Service Exhibit.

11.2 Cancellation and Termination Charges. This Section replaces Section 4.6, the Cancellation and Termination Charges set forth in the Agreement:

Termination. Either party may terminate an individual Service: (a) as set forth above with 60 days' prior written notice to the other party, or (b) for Cause. If an individual Service is terminated by Customer for any reason other than for Cause or by CenturyLink for Cause prior to conclusion of the applicable CPE Term, then Customer will pay the termination charges set forth above, in addition to any and all charges that are accrued but unpaid as of the termination date. If the Agreement is terminated by Customer for any reason other than for Cause, or by CenturyLink for Cause prior to the conclusion of the Term, all Services are deemed terminated, and Customer will pay the termination charges set forth above, in addition to any and all charges that are accrued but unpaid as of the termination date. "Cause" means the failure of a party to perform a material obligation under the Agreement, which failure is not remedied: (a) for payment defaults by Customer, within five days of separate written notice from CenturyLink of such default; or (b) for any other material breach, within 30 days after written notice (unless a shorter notice period is identified in a Service Attachment).

11.3 Service Notices. Notices for disconnection of Service must be submitted to CenturyLink via Email at: BusinessDisconnects@Centurylink.com. Notices for billing inquiries/disputes or requests for Service Level credits must be submitted to CenturyLink via Customer's portal at <https://www.centurylink.com/business/login/> or via Email at: Care.Inquiry@Centurylink.com. All other routine operational notices will be provided by Customer to its CenturyLink sales representative.

11.4 CPNI. CenturyLink is required by law to treat CPNI confidentially. Customer agrees that CenturyLink may share CPNI within its business operations (e.g., wireless, local, long distance, and broadband services divisions), and with businesses acting on CenturyLink's behalf, to determine if Customer could benefit from the wide variety of CenturyLink products and services, and in its marketing and sales activities. Customer may withdraw its authorization at any time by informing CenturyLink in writing. Customer's decision regarding CenturyLink's use of CPNI will not affect the quality of service CenturyLink 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.

CENTURYLINK® SD-WAN SERVICE SCHEDULE

1. Applicability. This Service Schedule applies when Customer orders SD-WAN Service ("SD-WAN Service") which may be designated as "SD-WAN", "CenturyLink SD-WAN with Cisco Meraki", "SD-WAN Meraki", "CenturyLink SD-WAN with Versa Networks" or "Hybrid-WAN Connectivity" in the Customer Order, pricing attachment, Order acceptance, service delivery, billing and related documents, and the associated Access Services as described herein (collectively, the "Services"). This Service Schedule incorporates the terms of the Master Service Agreement or other service agreement pursuant to which CenturyLink or an affiliate ("CenturyLink") provides services to Customer (the "Agreement"). Customer expressly agrees that CenturyLink may use third party suppliers to provide the Service, provided that CenturyLink 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 CenturyLink's notice requesting renegotiation, CenturyLink may, on a prospective basis after such 30-day period, pass any increased delivery cost on to Customer. If CenturyLink does so, Customer may terminate the affected Service on notice to CenturyLink delivered within 30 days of the cost increase taking effect.

2. Services.

2.1 SD-WAN Service Description. SD-WAN Service is a management overlay that uses software either deployed on a CenturyLink-provided customer premise equipment ("CPE") appliance at Customer's location ("SD-WAN Device") or into a Customer provided cloud environment ("Virtual SD-WAN"), enabling Customer to build a homogeneous private network through different types of network connections. SD-WAN Service (a) supports private networking over the top of site to site networking and local internet breakout with firewall and (b) provides an entry point for Customer's locations by authenticating the site and assisting to establish a secure channel between such Customer locations. The CPE associated with SD-WAN is provided on a rental basis. CenturyLink or its supplier configures and ships the SD-WAN CPE to the Customer site. In some cases, repackaged or substitute CPE may be used. The SD-WAN Service establishes logical connections with other Customer edge CPE appliances across a physical WAN connection. CenturyLink supports SD-WAN Service using diverse network controllers (collectively "Controller") or diverse cloud infrastructure and a password-protected management portal ("Management Portal"). The Management Portal provides centralized configuration and management.

2.2 SD-WAN Service Additional Options. The CenturyLink SD-WAN with Versa Networks network Controllers are hosted within CenturyLink facilities, but can also be deployed as private infrastructure in a customer provided environment for an additional charge. SD-WAN CPE may be upgraded at additional charge. Subject to availability, Customer may order additional SD-WAN CPE without active software license(s) for sparing purposes ("Spare CPE") for an additional charge. Spare CPE is not available for CenturyLink SD-WAN with Cisco Meraki. Customer may order two SD-WAN Service packages at the same site to create a high-availability resilient network design ("High Availability Service"), where available. Subject to availability, on-site installation and on-site maintenance may be ordered for the SD-WAN Device at an additional charge for each location. On-site installation is included with CenturyLink SD-WAN with Cisco Meraki Service. On-site maintenance is not available with CenturyLink SD-WAN with Cisco Meraki Service. The on-site installation option will provide a CenturyLink technician at the customer premises to support the SD-WAN Device activation. The on-site maintenance option will provide a CenturyLink technician at the customer premises to support the replacement of an SD-WAN CPE in the event of a device failure. If on-site installation or on-site maintenance are ordered, the technician will be on Customer's premises for three (3) hours per SD-WAN Device. If CenturyLink determines that additional time is needed, Customer will be charged an additional \$250 per hour per technician plus any charges associated with additional materials.

2.3 Optional Security Upgrade. Customer may order Security Upgrade at an additional charge. Security Upgrade provides a set of firewall, web filtering, intrusion prevention, and AD Integration features. AD Integration uses a web browser to interact with Customer's active directory system. The feature temporarily decrypts the Authorized User's session to correlate the source IP address to a user or group identity. AD Integration allows Customer to (i) implement different internet access policies based on user or group identity and (ii) generate log data that is categorized by user or group identity rather than IP address. Security Upgrade is provided on a best efforts basis. No service levels apply to Security Upgrade. The Optional Security Upgrade is not available with CenturyLink SD-WAN with Cisco Meraki Service

2.4 CenturyLink Procured Third Party Provided Broadband and Cellular Back-Up Service Descriptions. In conjunction with SD-WAN, Customer may purchase CenturyLink procured broadband access service and/or cellular back-up access service ("Access Services", "Delta Port Internet Connection", or "Wireless Backup Service" as applicable) if available. Broadband access service is an unsecured local internet broadband connection. Cellular back-up access service leverages third party cellular network connectivity and is established utilizing CPE (internal modem or an external enterprise-class cellular-to-Ethernet bridge) in a back-up only or failover situation. If Customer purchases Access Services, those services are subject to the terms of this Service Schedule. If Customer purchases Delta Port Internet Connection for broadband service or Wireless Backup Service for cellular back-up access service, Customer must order and contract for those services separately.

2.5 Additional terms for CenturyLink SD-WAN with Cisco Meraki. The following terms apply for CenturyLink SD-WAN with Cisco Meraki:

(i) **CenturyLink SD-WAN with Cisco Meraki Bundles.** CenturyLink SD-WAN with Cisco Meraki is only available for purchase in conjunction with CenturyLink provided transport. If Customer adds non-CenturyLink transport with CenturyLink SD-WAN with Cisco Meraki Service at any site, CenturyLink will not be responsible to manage or alarm on that transport. Customer must ensure that the Customer provided transport is compatible with CenturyLink's existing networking infrastructure and equipment, including the SD-WAN CPE.

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- (ii) Customer Responsibilities. Customer agrees to the non-negotiable, online Meraki End Customer Agreement terms and conditions at <https://meraki.cisco.com/support/#policies:eca> ("Meraki End Customer Agreement").
- (iii) 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.
- (iii) Additional Disclaimer of Warranty. Meraki makes warranties directly to Customer pursuant to the Meraki End Customer Agreement. CenturyLink does not make any representations, warranties, or any other commitments regarding Meraki or its products.
- (iv) Customer must have access to the public internet.
- (vi) If Customer's CPE is a MX68CW appliance, CenturyLink SD-WAN with Cisco Meraki Service includes Rapid Deploy. Rapid Deploy allows a customer to utilize a data plan for cellular access service as temporary primary transport to the CenturyLink SD-WAN with Meraki service ("Temporary Primary Transport") only until the actual primary CenturyLink provided transport ("Primary Transport") is available at the Customer premises. Upon installation of the Primary Transport, the cellular access service may continue to be used as back-up transport if Customer has ordered cellular back-up access service. The Temporary Primary Transport is offered on a best efforts basis and CenturyLink does not provide any service level credits for the Temporary Primary Transport.
- (vii) CenturyLink SD-WAN with Cisco Meraki Service provides firewall, intrusion prevention, and content filtering.

3. Administration and Management. CenturyLink will perform ongoing management, monitoring, and reporting of the SD-WAN Service. Customer can submit up to 5 configuration changes per month per site. CenturyLink reserves the right to charge Customer \$275, or local currency equivalent, for each configuration request over that amount. CenturyLink or its supplier will maintain global administrative access to SD-WAN Service at all times and will maintain the root password for all functions. In some circumstances, Customer may have the option to co-manage SD-WAN Service configuration via the Management Portal. However, CenturyLink is not responsible for outages or security incidents that occur due to Customer changes or configuration. CenturyLink is not responsible for any services, systems, software, or equipment Customer uses with SD-WAN Service which are not provided by CenturyLink. CenturyLink will not debug problems on, or configure, any internal or external hosts or networks (examples include, but are not limited to the following: routers, DNS servers, mail servers, WWW servers, and FTP servers). If Customer's SD-WAN Service is deployed as Virtual SD-WAN, CenturyLink will not manage Customer's cloud environment.

4. Charges. Customer will pay the monthly recurring charges ("MRCs"), non-recurring charges ("NRCs"), and usage charges (related to Access Services, if any) set forth in the Order, CenturyLink-issued quote, Order Form, or pricing attachment in accordance with the Agreement. The SD-WAN Service MRC includes the rental CPE MRCs which may be separately identified in invoices. If Customer orders Access Service(s) with CenturyLink SD-WAN with Cisco Meraki Service, the SD-WAN Service MRC also includes the Access Service(s) MRCs. Customer agrees to pay and/or reimburse CenturyLink 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 CenturyLink. In the event that Customer terminates the SD-WAN Service and/or Access Service prior to the end of the Service Term, Customer must provide CenturyLink with 60 days' advanced written notice and Customer will pay early termination liability as set forth in the Agreement. If Customer's Service is CenturyLink SD-WAN with Cisco Meraki Service, Customer must order CenturyLink provided transport as set forth in the Order to be used in conjunction with the CenturyLink SD-WAN with Cisco Meraki Service. If either the CenturyLink SD-WAN with Cisco Meraki Service or the associated CenturyLink provided transport service is cancelled by Customer (before or after CenturyLink notifies Customer that the services are ready for use) or terminated pursuant to sections 9 or 10 below, all CenturyLink SD-WAN with Cisco Meraki Service(s) and CenturyLink provided transport services at that location will be deemed cancelled. In this event, Customer will pay any applicable cancellation or termination charges unless the CenturyLink provided transport service is terminated pursuant to sections 9 or 10 below.

5. Ownership. For the SD-WAN Service, no license is conveyed nor is any right, title, or interest in any intellectual property or other proprietary right transferred to Customer. CenturyLink'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 CenturyLink or its licensors. Customer is hereby provided a non-exclusive, limited, non-transferrable, personal, revocable (at CenturyLink's sole discretion), non-sublicensable, 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 herein. 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.

CPE is the personal property of CenturyLink or its supplier. Notwithstanding that, the 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 CPE other than as provided herein and will hold the CPE subject and subordinate to the rights of CenturyLink or its supplier. Customer will: (a) not attempt to sell, transfer, or otherwise dispose of CPE, (b) at its own expense, keep the CPE free and clear of any claims, liens, and encumbrances of any kind; (c) at all times, keep the CPE at the Customer's site(s) and reasonable free from movement, external vibration or collision; (d) not to cause the CPE to be repaired, serviced or otherwise attended to except by an authorized representative of CenturyLink or its supplier; and (e)

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

6. Insurance. Without limiting the liabilities or indemnification obligations of Customer, Customer will, at its own cost and expense, maintain during the term of this Agreement, such insurance as required hereunder. 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 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 herein, 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 CPE, including CenturyLink or a third party provider designated by CenturyLink, as loss payee as their interests may appear.

CenturyLink, 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 CenturyLink, subject to any and all indemnification provisions of this Agreement. Prior to commencement of work under this Agreement, Customer will make available to CenturyLink evidence of the insurance required herein.

7. Customer Responsibilities.

(a) 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 CenturyLink. 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 CenturyLink 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 CenturyLink at any given time (24x7x365). Unless Customer purchases on-site installation or on-site installation is included as part of CenturyLink SD-WAN with Cisco Meraki Service, Customer is responsible for installation of service and integration into Customer's network. Customer will ensure CenturyLink and its representatives have 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. 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 may not resell the Services and may use the Services only within Customer's sites. CenturyLink may provide Customer with guidelines for Customer's network minimum system requirements, compatibility, and other information necessary to use the SD-WAN Service or associated Access Service. If CenturyLink determines that SD-WAN Service or Access Service is not available at a particular location or if the Customer's environment does not meet the specifications needed to use the SD-WAN Service or Access Service, CenturyLink has no obligation to provide Service at that location. Customer must provide CenturyLink with 30 days notice before any move or relocation of SD-WAN Service. If Customer fails to so notify CenturyLink, 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 SD-WAN Service.

(b) 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 CenturyLink's or another's use of the CenturyLink-provided network or infrastructure. Customer will cooperate promptly with CenturyLink to prevent third parties from gaining unauthorized access to the Services, including via Customer's facilities, if applicable; or (iii) in violation of CenturyLink'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.

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

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(c) CPE Return or Replacement. CenturyLink will provide Customer with instructions on return of CPE. Customer will either (i) deliver CPE to CenturyLink or its supplier or (ii) provide CenturyLink or its supplier reasonable access to Customer's premises to retrieve the CPE. 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 CPE to CenturyLink, Customer must give CenturyLink written notice of such return. If CPE is not delivered to CenturyLink within 30 calendar days of termination, Customer will become owner of and bear all responsibility for the terminated or replaced CPE and CenturyLink may invoice Customer the then-current value of the applicable CPE model ("Replacement Cost"). If the return instructions provided to Customer state that CenturyLink or its supplier will retrieve the CPE and Customer fails to provide CenturyLink with reasonable access to Customer's premises within ten (10) calendar days of termination, CenturyLink may continue to charge for the SD-WAN Service. Where CPE rented from CenturyLink 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 CenturyLink's cost to ship the new CPE. If on-site maintenance is not available and Customer requires on-site assistance from CenturyLink to install the replacement CPE, an additional dispatch charge will apply. CenturyLink 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.

(d) 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 CenturyLink and its underlying vendor may have access to such information in connection with providing and managing the Services. Customer authorizes CenturyLink 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 CenturyLink or its underlying vendor in accordance with this Service Schedule and any applicable end user agreement. In addition, Customer consents to CenturyLink'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 CenturyLink will be responsible for whether the Services and Customer environment are configured in a secure manner.

(e) Data Compilation. Customer authorizes CenturyLink 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 in order to provide and improve Service. CenturyLink 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. CenturyLink may retain event log data for as long as necessary or useful for its uses consistent with this Service Schedule. CenturyLink has no obligation to provide log data to Customer.

8. Customer's Security Policies. Customer is responsible for Customer's own network security policy and security response procedures. Customer acknowledges that CenturyLink 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. CenturyLink makes no guarantee that the Services hereunder 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. CENTURYLINK 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. CENTURYLINK MAKES NO WARRANTY THAT THE SERVICES WILL BE UNINTERRUPTED. If any equipment or software not provided by CenturyLink impairs Customer's use of any Service, Customer will nonetheless be liable for payment for all Services provided by CenturyLink. Furthermore, Customer understands and agrees that as a consequence of the operation of the service, CenturyLink 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 SD-WAN Service, or that use common network features, have appropriate security controls. Customer agrees to notify CenturyLink 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.

9. Special Terms for Access Services.

(a) CenturyLink will use reasonable efforts to procure the Access Service type per Customer site as identified in the Order. However, CenturyLink does not commit that a certain access service type or technology will be available at a Customer site.

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(b) If the specific Access Service type set forth in an Order is not available, CenturyLink will so notify Customer and the Order for Access Services at that Customer site (and only that Customer site) will be cancelled (other Customer sites under such Order will not be impacted). Additionally, if the MRC or NRC must be increased and/or additional construction costs may apply, CenturyLink will request Customer confirmation of such costs, which confirmation may be provided via e-mail and will be binding on Customer. If Customer fails to provide such confirmation within 10 business days, the Order for Access Services at that specific Customer site will be deemed cancelled.

(c) CenturyLink reserves the right to commence billing Customer, and Customer will pay for the Access Service MRCs, if and to the extent that (i) such access has been installed; (ii) CenturyLink is incurring charges from the supplier; and (iii) the remaining completion of service installation cannot occur due to Customer delay, inaction, or failure to perform the Customer obligations hereunder.

(d) To the extent that suppliers of Access Service have the right to change the terms and conditions upon which such access is provided, including but not limited to the right to terminate the service and/or to modify rates or charges, notwithstanding anything to the contrary in the Agreement, CenturyLink expressly reserves the right to make corresponding changes with Customer for such services. CenturyLink will provide Customer with as much advanced notice as is reasonable, given the notification provided to CenturyLink from such supplier. In the event of a termination, CenturyLink and Customer will work together in good faith to agree upon and expediently procure another type of Access Service at such Customer site.

(e) Stated speeds for access may not be achieved. Actual speeds may vary and are not guaranteed. Effective throughput may be affected by several factors including but not limited to: physical layer line issues, overhead from encryption of network traffic, congestion within the public Internet, congestion within the underlying supplier access network, TCP window fragmentation, application performance, server loads, or performance and latency from inefficient routing paths within the Internet.

10. Modification or Termination of Access Services by CenturyLink. CenturyLink reserves the right to modify any features or functionalities of the Access Services upon 90 days prior notice to Customer. In the event that such modification materially affects the features or functionality of these services, then Customer, as its sole remedy, may cancel the affected cellular and/or broadband access service without termination liability, as long as Customer notifies CenturyLink in writing of such termination within 60 days of such notice from CenturyLink. Additionally, CenturyLink may upon written notice terminate the cellular and/or broadband access service at a site (either before or after Service delivery) if CenturyLink determines that the bandwidth and/or coverage is insufficient to support the service at such site. In such case, CenturyLink will notify Customer via e-mail of termination of service at such site and Customer will not pay for the cancelled Access Service at that location.

11. International Services. 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 CenturyLink affiliate that provides the local Service(s). Such CenturyLink affiliate will invoice Customer or its local affiliate for the respective local Service(s).

12. Service Levels.

12.1 Standalone SD-WAN Service Level: Standalone SD-WAN is defined as a single instance of CenturyLink SD-WAN service (1) not combined with any Centurylink Provided Transport Service at a specific Service location or (2) combined only with a single instance of CenturyLink procured broadband access service. Standalone SD-WAN service has an Availability Service Level of 99.5% measured over a calendar month. If the Standalone SD-WAN service experiences Service Unavailability which is not isolated to an issue related to the SD-WAN CPE, Customer’s underlying transport, or Customer’s cloud environment, Customer will be entitled to a credit as a percentage of its MRCs for the Affected Service as follows:

Service Credits for Standalone SD-WAN at a Site:

Cumulative Unavailability (in hrs:mins:secs)	Service Level Credit of SD-WAN MRC
00:00:01 – 03:39:00	No Credit
03:39:01 – 8:00:00	10%
8:00:01 – 12:00:00	15%
12:00:01 –16:00:00	30%
16:00:01 – 24:00:00	50%
24:00:01 – greater	100%

12.2 Hybrid WAN Service Levels: If Customer purchases SD-WAN Service and CenturyLink MPLS IPVPN Service, CenturyLink Internet Service, or broadband access with cellular back-up service (Collectively “CenturyLink Provided Transport”) at a specific site, the following service levels apply in lieu of the Availability Service Levels in the applicable Service Schedule for the CenturyLink Provided Transport Service. Any Performance Service Level for the CenturyLink Provided Transport Service will still apply.

The Availability Service Level of SD-WAN Service is (i) 99.99% if SD-WAN is combined with Level 3 MPLS IPVPN or CenturyLink Internet Service and (ii) 99.5% when combined with CenturyLink procured broadband access and cellular back-up service. CenturyLink does not provide any Hybrid WAN Service Level credits for Service Unavailability for (i) CenturyLink broadband access without cellular back-up service (ii) cellular access when used as back-up transport for CenturyLink MPLS IPVPN Service or CenturyLink Internet Service or (iii) cellular access when used as Temporary Primary Transport. In the event that CenturyLink fails to achieve the Availability Service Level, Customer will be entitled to a credit as a percentage of its MRC for the Affected Services as set forth below. Customer will only be entitled to the service credit below against the MRC for the applicable CenturyLink Provided Transport Service and SD-WAN Service. Customer

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will not be entitled to an additional separate service credit for the CenturyLink Provided Transport Service (i.e. service credits will not be duplicated on the same event). If Customer has two or more instances of CenturyLink Provided Transport Service provisioned at a service location in conjunction with a single SD-WAN Service instance, one will be provisioned as primary transport and the others as back-up (“Back-up Service”). If the Back-up Service also experiences a period of Service Unavailability, the Hybrid WAN Service Level will still apply to the Back-up Service. However, only the MRC for the Back-up Service will be used to calculate service credits (i.e. service credits will not be duplicated for the SD-WAN Service for the same event). If the SD-WAN Service experiences Service Unavailability due to an issue related to the SD-WAN CPE or Customer’s cloud environment, the Hybrid WAN Service Level will not apply. Instead, if the SD-WAN Service experiences Service Unavailability due to an issue related to the SD-WAN CPE, Customer’s sole and exclusive remedy is any service credits available under the SD-WAN CPE Maintenance Response Service Level.

Service Credits for SD-WAN with Level 3 MPLS IPVPN or CenturyLink Internet Service at a Site:

Cumulative Unavailability (in hrs:mins:secs)	Service Level Credit of MRC
00:00:01 – 00:04:18 (99.99%)	No Credit
00:04:19 – 00:43:00	10%
00:43:01 – 04:00:00	15%
04:00:01 – 08:00:00	30%
08:00:01 – 12:00:00	40%
12:00:01 – 20:00:00	50%
20:00:01 or greater	100%

Service Credits for SD-WAN with CenturyLink procured broadband access service and cellular back-up service at a Site:

Cumulative Unavailability (in hrs:mins:secs)	Service Level Credit of MRC
00:00:01 – 03:39:00 (99.5%)	No Credit
03:39:01 – 08:00:00	10%
08:00:01 – 12:00:00	15%
12:00:01 – 20:00:00	30%
20:00:01 or greater	50%

12.3 High Availability Service Level: If Customer orders two CenturyLink SD-WAN with Versa Networks Service packages at the same site or same Customer provided cloud environment to create a high availability design with or without CenturyLink Provided Transport Service, the High Availability Service has an Availability Service Level of 100% measured over a calendar month. In the event that CenturyLink fails to achieve the High Availability Service Level, Customer will be entitled to a credit as a percentage of its MRCs for the Affected Services as set forth below. To qualify for credit under this Service Level, all SD-WAN Devices at the site or Virtual SD-WAN instances in the Customer provided cloud environment must experience Service Unavailability. The High Availability Service Level will apply even if the SD-WAN Service experiences Service Unavailability due to an issue related to the SD-WAN CPE. However, Customer will not be entitled to any additional service credits under the SD-WAN CPE Maintenance Response Service Level. The High Availability Service Level is not available for CenturyLink SD-WAN with Cisco Meraki. If the SD-WAN Service experiences Service Unavailability due to an issue related to the Customer’s cloud environment, the High Availability Service Level will not apply.

Service Credits for SD-WAN with High Availability at a Site:

Cumulative Unavailability (in hrs:mins:secs)	Service Level Credit of MRC
00:00:01 – 01:00:00	20%
01:00:01 – 2:00:00	40%
2:00:01 – 3:00:00	60%
3:00:01 – 4:00:00	80%
04:00:01 or greater	100%

12.4 SD-WAN CPE Maintenance Response Service Level.

Replacement SD-WAN CPE. If CenturyLink has determined, through fault isolation, that an SD-WAN CPE has experienced a fault (i.e. “problem dispatch”), CenturyLink will use commercially reasonable efforts to ship a replacement CPE device to Customer within the following time frames if Customer notifies CenturyLink by 2:00 p.m. mountain time the prior business day. The CenturyLink International Zone List can be found at <http://www.qwest.centurylink.com/legal/SDWAN/ZoneList.pdf>. CenturyLink will not support or replace CPE that is altered, modified, mishandled, destroyed, or damaged by one or more of the following: (i) natural causes; (ii) environmental failures; (iii) Customer’s failure to take any required actions; (iv) a negligent or willful act or omission by Customer or unauthorized use; or (v) an act or omission of a third party. 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.

Zone	SLA
Continental U.S.	8x5 NBD
Zone 1	8x5 NBD
Zone 2	Within five (5) business days

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Zone 3	Within ten (10) business days
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Each cumulative 24 hour period of Service Unavailability due to SD-WAN CPE failure in a calendar month qualifies Customer for a credit of two day’s charges pro-rated from the affected SD-WAN MRC.

12.5 Change Management Service Level. CenturyLink will acknowledge receipt of Customer’s policy change request within two business hours of receipt by CenturyLink if placed during regular business hours (Monday-Friday, excluding holidays).

For logical configuration change requests received by CenturyLink prior to 6:00 P.M. local time on a business day, CenturyLink will implement such configuration change by the close of the following business day. All such change requests must be submitted to CenturyLink in the manner described in the provisioning documents. Configuration changes do not include changes that impact billing such as service additions or deletions, CPE upgrades, or the addition or removal of security services.

The Change Management Service Level is strictly a goal. Customer will not be entitled to any service credits if CenturyLink fails to meet the Change Management Service Level.

12.6 Mean Time To Repair (MTTR). CenturyLink will target resolution of a service impacted event based on the severity, according to the timeline below

Severity Level	Description	Goal
High	Service not available	Less than 4 hours
Medium	Service degraded performance or functionality	Less than 12 hours
Low	Intermittent Issues	Less than 48 hours

The MTTR Service Level is strictly a goal. Customer will not be entitled to any service credits if CenturyLink fails to meet the MTTR Service Level.

12.7 Limitations. These Service Levels do not apply to unavailability due to Excused Outages.

12.8 Maximum Credits for all Service Levels listed above: In no event will SLA credits in any calendar month exceed 100% of the total MRC for the Affected Services.

12.9 Definitions.

(i) “Affected Service” is defined as SD-WAN Service and the associated CenturyLink Provided Transport Service (if applicable) at a specific service location.

(ii) “Excused Outage” is defined as 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 CenturyLink or its third party providers; (c) Scheduled Maintenance, alteration, or implementation; (d) the unavailability of required Customer personnel, including as a result of failure to provide CenturyLink with accurate, current contact information; (e) CenturyLink’s lack of access to the Customer premises where reasonably required to restore the Service; (f) Customer’s failure to release the Service for testing or repair and continuing to use the Service on an impaired basis; (g) CenturyLink’s termination of Service for Cause or Customer’s use of Service in an unauthorized or unlawful manner; (h) improper or inaccurate specifications provided by Customer; or (i) force majeure events.

(iii) “Performance Service Level” is defined as any Packet Delivery, Jitter, or Latency Service Level as defined in the Service Schedule for the applicable CenturyLink Provided Transport.

(iv) “Service Unavailability” is defined as the complete inability (for reasons other than an Excused Outage) of Customer to deliver IP packets, from an individual Customer site to the network over both (a) the SD-WAN Service(s) and (b) if applicable, the CenturyLink Provided Transport Service. Service Unavailability is measured from the time Customer opens a trouble ticket with CenturyLink to the time the SD-WAN Service is restored.

**CENTURYLINK® WAVELENGTH LEASE SERVICE (former Level 3)
SERVICE SCHEDULE**

1. General. This Service Schedule is applicable only where Customer orders CenturyLink® Intercity Wavelength Service, CenturyLink® Metro Wavelength Service, or CenturyLink® International Wavelength Service (collectively "Wavelength Service" or "Service") on a lease basis, and incorporates the terms of the Master Service Agreement or other service agreement under which CenturyLink or a CenturyLink affiliate provides services to Customer (the "Agreement").

2. Definitions. All capitalized terms that are used, but not defined in this Service Schedule are defined in the Agreement or Order.

"Customer Commit Date" means the date CenturyLink will install Service. The Customer Commit Date is established following CenturyLink's acceptance of an Order.

"E2E" means end to end, and includes the On-Net and Off-Net components of Services taken together.

"Off-Net" means Services that are not On-Net.

"On-Net" means Service provided on the network owned (or operated and controlled) by CenturyLink between two locations that are served directly by CenturyLink owned (or operated and controlled) fiber and CenturyLink owned equipment.

"OSX" means optical shelf cross-connect.

"Protected" means any Service that includes a CenturyLink managed protection scheme that allows traffic to be re-routed in the event of a fiber cut or equipment failure.

"Termination Node" means the locations within CenturyLink's facilities or within Customer premises in each of the cities in which termination is available. Each Wavelength Service will contain two (2) Termination Nodes, the exact location of which will be set forth in the Order.

"Unavailable" or "Unavailability" means the duration of a break in transmission measured from the first of ten (10) consecutive severely erred seconds ("SESS") on the affected Wavelength Service until the first of ten (10) consecutive non-SESSs as defined by accepted industry standards.

"Unprotected" means any Service that does not include a CenturyLink managed protection scheme that would allow traffic to be re-routed in the event of a fiber cut or equipment failure.

3. Service Description. Wavelength Service is a dedicated, transparent, optical wave signal for transport of high bandwidth between two Termination Nodes offered on a Protected or Unprotected basis. Customer interface consists of 2.5Gb, 10Gb, 40Gb, 1GbE, 10GbE, 40GbE and 100GbE, OTU1, OTU2, OTU2e, OTU3, OTU4 and 1Gb, 2Gb, 4Gb, 8Gb, and 10Gb Fibre Channel.

4. Interconnection.

(A) Demarc. To use the Wavelength Service, Customer must provide to CenturyLink, at each Termination Node, a SONET or SDH-framed 2.5Gb, 10Gb or 40Gb signal, as defined by Telcordia GR-253-CORE, a 1Gb, 10Gb, 40Gb or 100Gb Ethernet signal, as defined by IEEE 802.3ae, a OTU1, OTU2, OTU2e, OTU3, OTU4 signal, as defined by ITU G.709, or a 1Gb, 2Gb, 4Gb, 8Gb, or 10Gb Fibre Channel signal, as defined by T11 Technical Committee within INCITS (the International Committee for Information Technology Standards (collectively, "Traffic"), which Traffic will then be delivered by CenturyLink, in like format, to the opposite and corresponding Termination Node.

The demarcation point for the Wavelength Service shall be the CenturyLink OSX or fiber termination panel at the Termination Node. Customer will be solely responsible for providing all interconnection equipment used both to deliver Traffic to, or to accept Traffic from CenturyLink in the formats described above and for any and all protection schemes Customer chooses to implement respecting the Traffic. For a Termination Node at a location other than a CenturyLink gateway, Customer will provide CenturyLink with space and power (at no charge to CenturyLink), as reasonably requested by CenturyLink, for placement and operation of an OSX, fiber termination panel or other equipment within the Customer premises.

(B) Construction of Facilities. With respect to construction of facilities to the Customer premises and installation, maintenance and repair of facilities within the Customer premises, Customer will provide CenturyLink with access to and the use of Customer's entrance facilities and inside wiring, and will procure rights for CenturyLink allowing the placement of facilities necessary for installation of facilities to deliver the Wavelength Service to the Customer premises. All costs associated with procuring and maintaining rights needed to obtain entry to the building (and the real property on which the building is located) within which the Customer premises are located, and costs to procure and maintain rights within such building to the Customer premises, will be Customer's responsibility.

(C) Third Party Providers. Where Wavelength Service is being terminated Off-Net at the Customer premises through a third party provider to be provisioned by CenturyLink on behalf of Customer, the charges set forth in the Order for such Wavelength Service assumes that such Wavelength Service will be terminated at a pre-established demarcation point or minimum point of entry (MPOE) in the building within which the Customer premises is located, as determined by the local access provider. Where the local access provider determines that it is necessary to extend the demarcation point or MPOE through the provision of additional infrastructure, cabling, electronics or other materials necessary to reach the Customer premises, (i) CenturyLink may charge Customer additional non-recurring charges and/or

**CENTURYLINK® WAVELENGTH LEASE SERVICE (former Level 3)
SERVICE SCHEDULE**

monthly recurring charges not otherwise set forth in the Order for such Wavelength Service, (ii) installation of Service may be delayed and (iii) Section 5(A) of this Service Schedule will not apply. CenturyLink will notify Customer of any additional non-recurring charges and/or monthly recurring charges as soon as practicable after CenturyLink is notified by the local access provider of the amount of such charges.

In addition, where Wavelength Service is being terminated Off-Net at the Customer premises through an Off-Net local loop to be provisioned by CenturyLink on behalf of the Customer, the charges and the Service Term set forth in the Order for such Wavelength Service assumes that such Wavelength Service can be provisioned by CenturyLink through the local access provider selected by CenturyLink or Customer for the stated Service Term. In the event CenturyLink is unable to provision such Wavelength Service through the selected local access provider or the selected local access provider requires a longer Service Term than that set forth in the Order, CenturyLink reserves the right, regardless of whether CenturyLink has accepted the Order, to suspend provisioning of such Wavelength Service and notify Customer in writing of any additional non-recurring charges, monthly recurring charges and/or Service Term that may apply. Upon receipt of such notice, Customer will have five (5) business days to accept or reject such changes. If Customer does not respond to CenturyLink within the five (5) business day period, such changes will be deemed rejected by Customer. In the event Customer rejects the changes (whether affirmatively or through the expiration of the five (5) business day period), the affected Wavelength Service will be cancelled without cancellation or termination liability of either party. CenturyLink does not guarantee that any Wavelength Service will be provided by a specified local access provider.

5. International Services. 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 CenturyLink affiliate that provides the local Service(s). Such CenturyLink affiliate will invoice Customer or its local affiliate for the respective local Service(s).

6. Service Levels.

(A) Installation Service Level. CenturyLink will exercise commercially reasonable efforts to install any On-Net Wavelength Service on or before the Customer Commit Date specified for the particular Wavelength Service. This Installation Service Level will not apply to Orders that contain incorrect information supplied by Customer, or Orders that are altered at Customer's request after submission and acceptance by CenturyLink. In the event CenturyLink does not meet this Installation Service Level for a particular Wavelength Service for reasons other than an Excused Outage, Customer will be entitled to a service credit off of one month's monthly recurring charges (“MRC”) (after application of discounts and other special pricing arrangements, if any) for the affected Wavelength Service as set forth in the following table:

Installation Delay Beyond Customer Commit Date	Service Level Credit (MRC)
1 – 5 business days	5%
6 – 20 business days	10%
21 business days or greater	15%

(B) Availability Service Level. In the event that a particular Wavelength Service becomes Unavailable for reasons other than an Excused Outage, Customer will be entitled to a service credit off of the MRC (after application of discounts and other special pricing arrangements, if any) for the affected Wavelength Service based on the cumulative Unavailability for the affected Wavelength Service in a given calendar month as set forth in the following table:

For On-Net Unprotected Service

Cumulative Unavailability (in hrs:mins:secs)	Service Level Credit
00:00:01 – 4:00:00	No Credit
4:00:01 – 6:00:00	10% of the MRC
6:00:01 – 10:00:00	25% of the MRC
10:00:01 or greater	50% of the MRC

For On-Net Protected Service

Cumulative Unavailability (in hrs:mins:secs)	Service Level Credit
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00:00:01 - 00:05:00	No Credit
00:05:01 – 01:00:00	10% of the MRC
01:00:01 – 6:00:00	25% of the MRC
6:00:01 or greater	50% of the MRC

For E2E Protected Service

Cumulative Unavailability (in hrs:mins:secs)	Service Level Credit
00:00:01 to 3:30:00	No Credit
03:30:01 – 6:00:00	10% of the MRC
6:00:01 – 12:00:00	25% of the MRC
12:00:01 or greater	50% of the MRC

For E2E Unprotected Service

Cumulative Unavailability (in hrs:mins:secs)	Service Level Credit
00:00:01 to 8:00:00	No Credit
8:00:01 – 10:00:00	10% of the MRC
10:00:01 – 16:00:00	25% of the MRC
16:00:01 or greater	50% of the MRC

(C) Service Level Limitations. Except with respect to E2E Service, for any Off-Net Service, CenturyLink will pass-through to Customer any service levels and associated credits (or other express remedies) provided to CenturyLink by the applicable third party carrier. Service Levels do not apply to Service interruptions attributable to long-haul international access circuits between a CenturyLink point of presence in one country and a Customer premises in a different country.

(D) The credits and any other remedies specified in Sections 6(A), 6(B) and Section 7 below set forth the sole and exclusive remedies of Customer for any interruptions or delays of any Wavelength Service or other Service-related issues.

7. Chronic Outage. As its sole remedy, Customer may elect to terminate any affected Wavelength Service (excluding any Wavelength Service provided in Latin America) prior to the end of the Service Term without termination liability if, for reasons other than an Excused Outage, the Service is Unavailable for more than 12 consecutive hours in each of 3 consecutive calendar months, or for more than 36 hours in the aggregate in any calendar month, or more than 5 outages related to the same issue in any calendar month. The termination right must be exercised within 30 days of the event giving rise to it.

**CENTURYLINK® DISTRIBUTED DENIAL OF SERVICE MITIGATION SERVICE
SERVICE SCHEDULE**

1. Applicability. This Service Schedule is applicable only where Customer orders CenturyLink® Distributed Denial of Service Mitigation Service ("Service") provided by Level 3 Communications, LLC, a CenturyLink affiliate ("CenturyLink"). Distributed Denial of Service Mitigation Service may be designated as "DDoS," "Denial of Service," "Distributed DoS Service," "DDoS Mitigation Service" or "Distributed DoS Mitigation Service" in Orders, Order acceptance, service delivery, billing and related documents. This Service Schedule incorporates the terms of the Master Service Agreement or other service agreement under which CenturyLink provides the Services to Customer (the "Agreement").

2. Definitions. Any capitalized terms used herein and not otherwise defined herein shall have the meanings set forth in the Agreement.

"Always-On" refers to an optional feature for DDoS Mitigation Direct, DDoS Mitigation Internet Direct Service, DDoS Mitigation GRE Service, or DDoS Mitigation Proxy Service that continually diverts Customer's inbound internet traffic through the Mitigation Infrastructure using BGP networking service; except for in the case of DDoS Mitigation Proxy Service where Always-On also continuously diverts Customer's outbound internet traffic through the Proxy Service with DNS based redirection.

"Attack" means a distributed denial of service attack on a computer system or network that causes a loss of service to users, typically the loss of network connectivity and services by consuming the bandwidth of the victim network or overloading the computational resources of the victim system.

"Clean (Post-Mitigation) Traffic Capacity" means the level of traffic using standard DDoS Mitigation Service as identified on the Order that is returned to the Customer "clean" following the Mitigation process.

"Cloud Signaling" means the process by which Application Monitoring and Mitigation Service hardware deployed at the Customer premises utilizes automated monitoring tools to detect anomalies in IP traffic patterns and signals a potential Attack to CenturyLink's Mitigation Infrastructure.

"Customer Disaster Recovery Site" ("DR Site") means an alternative backup site that is used when a primary location becomes unusable due to failure or disaster. Customer will not use the DDoS Mitigation Service with production traffic at the DR Site except when use of the Customer primary site fails.

"Customer-Initiated Mitigation" is an optional feature for Direct Service, DDoS Mitigation Internet Direct Service or GRE Service that allows customers to initiate mitigation via specific BGP route announcements to CenturyLink rather than calling the CenturyLink Security Operations Center ("SOC"). Customer-Initiated Mitigation is equivalent to Customer approval to route traffic to the Mitigation Infrastructure for purposes of the TTM SLA. Customer-Initiated Mitigation is subject to CenturyLink availability based on its network configuration. If available, Customer must dynamically advertise the preferred prefixes into the clean return tunnels and the advertised prefixes automatically propagate from the Mitigation Infrastructure to the Internet and the Service automatically begins scrubbing the advertised traffic. The maximum number of prefixes that can be advertised via Customer-Initiated Mitigation is subject to technical constraints. Customer may elect this feature at the time of provisioning or after the Service is turned up via a ticket or by submitting to the SOC.

"DDoS Mitigation Direct Service" or "Direct Service" or "IP VPN Direct Service" means the DDoS Mitigation solution which is implemented using BGP route advertisements as a mechanism to re-route legitimate and Attack traffic through the Mitigation Infrastructure. Clean traffic is routed back to the Customer data center over IPVPN/EVPL logical connections between the Mitigation Infrastructure and Customer's border router(s).

"DDoS Mitigation GRE Service" or "GRE Service" means the DDoS Mitigation solution which is implemented using BGP route advertisements as a mechanism to re-route legitimate and Attack traffic through the Mitigation Infrastructure. Clean traffic is routed back to the Customer data center using a GRE tunnel.

"DDoS Mitigation Internet Direct Service" or "Internet Direct Service" means the DDoS Mitigation solution implemented using BGP route advertisements as a mechanism to re-route legitimate and Attack traffic through the Mitigation Infrastructure. Clean traffic is delivered on a CenturyLink provided Internet Service circuit only back to the Customer data center over a shared VLAN logical connection that also delivers the Internet traffic or separate VLAN logical connection.

"DDoS Mitigation Proxy Service" or "Proxy Service" means the DDoS Mitigation solution which utilizes DNS entry updates as a mechanism to redirect legitimate and Attack traffic through the Mitigation Infrastructure. Clean traffic and Customer's protected web server outbound traffic are delivered between Customer's protected web based server and Mitigation Infrastructure over public Internet. Proxy Service is subject to CenturyLink availability.

"Event" means a security abnormality detected by the Service or reported by Customer to the SOC. An Event does not necessarily constitute an actual security incident or Attack and must be investigated further to determine its validity.

"Excused Outage" shall also mean for purposes of this Service Schedule, the SLA will not apply, and Customer will not be entitled to receive a credit or exercise a termination right under the SLA, for any outage 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, the public Internet, or systems not owned or controlled by CenturyLink; (c) force majeure events; (d) Regularly Scheduled Maintenance or emergency maintenance, alteration or implementation; (e) the unavailability of required Customer personnel or the inability of CenturyLink to contact Customer related to the Service, including as a result of failure to provide CenturyLink with accurate, current

CENTURYLINK® DISTRIBUTED DENIAL OF SERVICE MITIGATION SERVICE SERVICE SCHEDULE

contact information (including email); (f) CenturyLink'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) Customer's failure to provide timely approvals and/or consents, including allowing CenturyLink to retune the Service as required for CenturyLink to provide the Service; (i) improper or inaccurate network specifications provided by Customer; or (j) Customer is in breach of its obligations under the Agreement or this Service Schedule.

"Log Streaming" is an optional feature that allows customers to receive logs and Mitigation Event data to Customer's designated destination via syslog format. The Mitigation Event data is the information obtained from the Mitigation Infrastructure.

"Mitigation" means rerouting of traffic through CenturyLink DDoS Mitigation Service and initiating countermeasures with the intent to remove Attack traffic identified by the Mitigation Infrastructure located in CenturyLink's network.

"Mitigation Infrastructure" is defined as a collection of CenturyLink devices consisting of routers, servers and scrubbers that connect to CenturyLink's internet and are designed to filter malicious Attack traffic and pass through legitimate traffic in order to Mitigate the potential disruptions caused by an Attack.

"On-Demand" refers to an option for DDoS Mitigation Direct, DDoS Mitigation Internet Direct Service or DDoS Mitigation GRE Service that diverts Customer's inbound internet traffic through the Mitigation Infrastructure using BGP networking only when Customer traffic is under Attack or suspected of being under Attack.

"Regularly Scheduled Maintenance" means any scheduled maintenance performed to the Mitigation Infrastructure. Regularly Scheduled Maintenance will not normally result in Service interruption. If Regularly Scheduled Maintenance requires an interruption, CenturyLink will: (a) provide Customer seven (7) days' prior written notice, (b) work with Customer to minimize such interruptions, (c) use commercially reasonable efforts to perform such maintenance between midnight and 6:00 a.m. local time where the Mitigation Infrastructure is located on which such maintenance is performed and (d) work with Customer to remove Always-On Customer traffic from the Mitigation Infrastructure during such maintenance to avoid interruption. Emergency maintenance may be performed on less or no notice.

"Service Validation" means the process by which the DDoS Mitigation Service is confirmed as available as a part of the provisioning process enabling CenturyLink to obtain a profile of Customer's traffic. Customer will coordinate to schedule such Service Validation when contacted by CenturyLink to do so. Service Validation is conducted over two (2) windows during which traffic is routed through the Mitigation Infrastructure as follows: (a) an initial 2 hour "test" window, and (b) a 24-hour validation window. Service Validation must be completed for all or a subset of protected Class C subnet prior to routing traffic through the Mitigation Infrastructure.

"Special Unavailability" means the SLA will not apply, and Customer will not be entitled to receive a credit or exercise a termination right under the SLA related to unavailability of the Service due to (a) Customer misuse; (b) network unavailability, including telecommunications failures outside of the Mitigation Infrastructure or CenturyLink network; (c) Customer's sustained traffic load reaching a point that causes material degradation to or outage of the underlying CenturyLink Internet infrastructure not directly related to the Mitigation Infrastructure; (d) any other action or inaction by a third party. Whether Special Unavailability is present shall be determined by CenturyLink in its good faith discretion supported by records, data and other evidence.

"Suspension" means CenturyLink's suspension of the DDoS Mitigation Service to Customer as permitted by this Service Schedule or as otherwise allowed under the Agreement.

3. Service Description. The Service is available on Customer's Internet services as described herein. The Order will specify the type of DDoS Mitigation Services and whether those Services are Always-On or On-Demand, as applicable. Not all Services and features are available in all regions or countries and are subject to availability. The Service includes and protects Customer IP addresses up to a combination of 256 /24 of IPv4 or 256 /48 of IPv6. Unlimited protected IP addresses are optional and can be purchased for a monthly recurring charge. Notwithstanding anything in the Agreement to the contrary, CenturyLink may, in its sole and absolute discretion, use a vendor for any or all of the work to be performed under this Service Schedule, including but not limited to, installation, detection, and DDoS Mitigation Services, provided that CenturyLink will remain responsible for the performance of CenturyLink's obligations hereunder. Services other than the Services provided by CenturyLink to Customer that work in conjunction with DDoS Mitigation Services (such as IPVPN Service) are subject to separate Service Schedules. DDoS Mitigation Service is available in 4 cloud-based options that Customer will select and that will be identified in the Order: (i) Direct Service, (ii) DDoS Mitigation Internet Direct Service, (iii) GRE Service, or (iv) Proxy Service.

If Customer orders DDoS Mitigation Services to connect Customer's equipment managed by CenturyLink, Customer expressly grants CenturyLink permission to make configuration changes to any Customer equipment (regardless of ownership) managed by CenturyLink for DDoS Mitigation Service activation and ongoing maintenance.

3.1 Direct Service. Direct Service is activated by BGP route advertisement, with logical private line connections over IPVPN/EVPL between the Mitigation Infrastructure and Customer's border router(s). BGP routing protocol is used to communicate network advertisements from Customer to the Mitigation Infrastructure enabling inbound traffic to route through the Mitigation Infrastructure during an Attack or threatened Attack.

3.2 Internet Direct Service. Internet Direct Service is activated by BGP route advertisement delivering Mitigated traffic from the Mitigation Infrastructure to Customer's border router(s) via a shared VLAN that also delivers the Internet traffic or a separate VLAN on a

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CenturyLink provided Internet connectivity. BGP routing protocol is used to communicate network advertisements from Customer to the Mitigation Infrastructure enabling inbound traffic to route through the Mitigation Infrastructure during an Attack or threatened Attack.

3.3 GRE Service. GRE Service is activated by BGP route advertisement and is based upon the GRE protocol with virtual tunnel connections constructed to Customer's border router(s). BGP routing protocol is used to communicate network advertisements from Customer to the Mitigation Infrastructure, enabling inbound traffic to route through the Mitigation Infrastructure during an Attack or threatened Attack. Customers directly connected to the CenturyLink AS IP network can advertise a /32 subnet for IPv4 or /128 subnet for IPv6. Non-CenturyLink IP customers must advertise a /24 subnet for IPv4 and a /48 subnet for IPv6 as a minimum.

3.4 Proxy Service. Proxy Service is an Always-On service which Mitigates specific internet-based Attacks and allows legitimate internet based traffic to the Customer's protected web based server. For Proxy Service, CenturyLink will assign virtual IP addresses ("VIPs") that the Customer will point to either directly or via another DNS record. Customer is responsible to update Customer's DNS entries to CenturyLink-provided information which redirects Customer's web traffic via Proxy Service. Each Proxy Service will terminate to only one (1) Customer hosted IP address and will send clean traffic to and receive outbound internet traffic from Customer's web based server. Proxy Service works with standard TCP based Web (i.e., HTTP, HTTPS) application layer protocols. Customer acknowledges that Proxy Service can be setup to open HTTPS traffic for deep packet inspection if Customer elects HTTPS packet inspection at the application Layer 7 level on a per domain, per SSL certificate basis. This optional Proxy Service component requires Customer to provide CenturyLink with a SSL certificate to be loaded on to Proxy Service platform for the traffic which shall be subject to HTTPS packet inspection.

3.5 Routing under either the Direct Service, Internet Direct Service, or the GRE Service is asymmetric, with outgoing traffic from Customer to the Internet being forwarded as normal to Customer's Internet Service Provider, without passing through Mitigation Infrastructure. For Proxy Service both incoming and outgoing Customer web application Internet traffic configured to use the Proxy Service passes through the Mitigation Infrastructure.

3.6 On-Demand Service. For On-Demand Service, once the Mitigation Infrastructure is engaged, if an identifiable Attack is not seen by CenturyLink within 48 hours, CenturyLink will coordinate with Customer and obtain consent from Customer (which shall not be unreasonably withheld) to return Customer to normal conditions. Upon receipt of Customer consent, CenturyLink may continue to maintain traffic on Mitigation Infrastructure for an agreed-upon limited time period. Upon confirmation of an Attack and with the cooperation of Customer, CenturyLink shall route Customer's IP traffic to the Mitigation Infrastructure designed to filter malicious Attack traffic and pass through legitimate traffic in order to Mitigate the potential disruptions caused by an Attack. However, due to the varying nature of Attacks, CenturyLink cannot guarantee that all Attacks will be detected and/or Mitigated; nor does CenturyLink guarantee that all IP traffic patterns that initially appear to be Attacks are actual Attacks.

3.7 Always-On Service. For Always-On Service, the diverted traffic entering CenturyLink's Mitigation Infrastructure will be inspected and filtered of Attack traffic based on predefined filters agreed upon by CenturyLink and Customer. Customer must report to CenturyLink any new Attacks not effectively blocked by predefined filters. CenturyLink will respond to new requests for Mitigation in accordance with the TTM SLA.

3.8 Log Streaming Service. For the optional Log Streaming feature, Customer acknowledges that Log Streaming must be setup over an encrypted session. This Log Streaming service feature requires Customer to provide CenturyLink with a digital SSL certificate to be loaded on to the Log Streaming platform in order for the traffic to be sent over an encrypted session. Customer is responsible for configuring its SIEM (Security Information and Event management) platform and network environment to allow, accept and store logs and/or security events transmitted by CenturyLink. The Log Streaming service feature delivers Event notifications for up to 2 Customer provided SIEM or IP addresses. Customer acknowledges that Event notifications sent to the SIEM are delivered over the Internet and delivery may fail due to Internet connectivity issues outside of CenturyLink's control. Customer, and not CenturyLink, is responsible for storage of the logs received; however, CenturyLink has the ability to buffer logs if needed for up to 14 days. Customer acknowledges and agrees that Log Streaming is provided "as-is" and "as available" and CenturyLink shall have no liability related to or arising from use by Customer of this feature.

3.9 Monitoring. Monitoring options for the Service provide proactive detection of DDoS Events ("Attack Monitoring Services"). Attack Monitoring Services are available as described below:

(b) Flow Based Monitoring ("FBM") provides 24x7 monitoring and alerts for large flood-based Attacks (1) from Customer owned and managed equipment; or (2) from CenturyLink provided and managed equipment installed on Customer's premise, or (3) with CenturyLink Internet Services that choose monitoring from CenturyLink provider edge routers. FBM Service requires a reliable feed of netflow sampling and SNMP specific to the Customer's traffic. To the extent Customer purchases the FBM Service with the On-Demand Service, CenturyLink will proactively notify Customer about DDoS Mitigation system generated alarms that CenturyLink determines are caused by DDoS Attacks. For Attacks that are not detected by the DDoS Mitigation system, Customer must contact the SOC to initiate Mitigation. For option 1 and 2, there will be an MRC and an NRC for each piece of equipment when monitoring occurs from the Customer premise. For Option 3, an MRC and an NRC for each logical circuit when monitoring occurs from CenturyLink provider edge routers directly from which the FBM Service collects netflow sampling.

(c) Application Monitoring and Mitigation ("AMM Cloud Signaling") is a hardware based DDoS detection and Mitigation solution, utilizing an equipment manufacturer, model, embedded software code/version approved by CenturyLink ("Customer CPE"), and implemented at the Customer premises to monitor the Customer's perimeter network traffic and issues alerts for layer 7 or "application layer" Attacks. AMM Cloud Signaling Service includes CenturyLink provided hardware that is installed on the Customer premises.

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Customer must be able to provide Cloud Signaling from Customer CPE to CenturyLink's Cloud Signaling endpoint and Customer is responsible for technical support, service and maintenance of the Customer CPE. Customer will have full administrative access to the Customer CPE and CenturyLink will have no access to the Customer CPE. There will be an MRC and an NRC for each Customer CPE utilizing the AMM Cloud Signaling Service.

Notwithstanding the foregoing, CenturyLink reserves the right at any time to: (i) change or supplement the monitoring tools and the Mitigation techniques (including but not limited to modifying the Mitigation Infrastructure); (ii) increase or decrease the monitoring tools' sensitivity to anomalous IP traffic patterns; and (iii) modify the definition of anomalous IP traffic patterns that may indicate an Attack.

4. Charges. Customer will be billed monthly in advance based on a fixed rate for Mitigation up to a predefined bandwidth level. The manner of billing selected will be set forth in the Order. Fixed rate charges for DDoS Mitigation Service consist of 2 components: (a) a non-recurring charge ("NRC") and (b) a monthly recurring charge ("MRC"). The Service Commencement Date begins upon issuance of a Connection Notice. The Connection Notice will be issued on the first to occur of: (i) successful completion of Service Validation or (ii) five (5) business days after CenturyLink notifies Customer that it has provisioned all components of the Service that CenturyLink can provision without Customer's assistance. In the event there are multiple locations, billing will begin with the Service Commencement Date for the initial location (unless other locations are not available due to the fault of CenturyLink). Special terms may be available for a DR Site as agreed to in an Order or Addendum to the Order.

Customer may seek expedited "turn-up" of Service for an additional one-time charge ("Expedited Service"). CenturyLink will exercise good faith efforts to turn up Expedited Service for GRE Service or Proxy Service in one (1) business day however this is a nonbinding objective. For DDoS Mitigation Service other than GRE Service or Proxy Service, the Order will be processed in a prioritized manner. If Customer orders Expedited Service, no Service Levels will apply to Expedited Service during the first seven (7) days of service. CenturyLink reserves the right to suspend Expedited Service and the other DDoS Mitigation Services at any time if Customer fails to satisfy credit requirements which may be imposed after the completion of a credit review.

5. IP Addresses. In the event that CenturyLink assigns to Customer an IP address as part of the provision of Service, such IP address shall (to the extent permitted by law) revert to CenturyLink after termination of the applicable Order for any reason whatsoever, and Customer shall cease using such address. At any time after such termination, CenturyLink may re-assign such address to another user.

In the event that CenturyLink does not assign to Customer an IP address as part of the provision of Service, Customer represents and warrants that all title, right and interest in and to each IP address used by Customer in connection with the Service is owned exclusively by Customer and/or Customer has all permissions necessary from the owner to enable CenturyLink and Customer to perform their obligations hereunder.

6. Customer Responsibilities. CenturyLink shall not be liable for any failure to perform due to Customer's failure to fulfill Customer's responsibilities and requirements as detailed herein or due to Customer's errors or omissions in setting up the environment.

6.1 Customer Information. Customer must provide and maintain an English-speaking point of contact with current, complete and accurate contact information at all times that is reachable 24/7 for the Service's required notifications and should be authorized to consent to make or direct changes to the Customer's security infrastructure or architecture, as applicable. Customer must provide CenturyLink with advance notice of at least five (5) business days of any network topology or system changes that may affect the Service or the effectiveness of the DDoS Mitigation system policy. For changes that are Service or price impacting, changes must be agreed to in a new Order before the change will go into effect. CenturyLink may not be able to provide the Service if Customer's point of contact information is out of date or inaccurate or if Customer performs system changes without prior notification to CenturyLink. Failure to notify CenturyLink of system changes may result in the inability to monitor traffic or the generation of false alerts. CenturyLink will work with the Customer to resolve chronic false positives and other nuisance alerts; however, if alerting issues are not resolved satisfactorily, CenturyLink may modify the DDoS Mitigation system configuration to reduce repetitive alarms caused by Customer system changes.

6.2 Customer must promptly notify CenturyLink if it believes it is under Attack and provide CenturyLink with reasonable assistance to reroute the IP traffic to the Mitigation Infrastructure in order for the Service to function properly.

6.3 Customer must cooperate with CenturyLink and CenturyLink's vendors in coordinating setup of the DDoS Mitigation Service, including but not limited to, placing the necessary routing device at the edge of Customer's environment and cooperating with CenturyLink in the rerouting of IP traffic to the Mitigation Infrastructure during an Attack.

6.4 For the Direct Service, Customer must procure from CenturyLink connectivity between the CenturyLink network and the Customer Site (border routers) per the following criteria: (i) the demarcation point is the physical network port of the Mitigation Infrastructure, (ii) the connectivity must consist of at least one (1) IPVPN circuit directly to the port on the Mitigation Infrastructure from each of Customer's data centers, and (iii) any Ethernet circuit must support 802.1Q. Provisioning begins upon confirmation of IPVPN circuit availability. CenturyLink may suspend Direct Services if CenturyLink determines that any Customer provided equipment is causing interference with the CenturyLink network or other customers. Any IPVPN circuit provided by CenturyLink will be subject to service levels as set forth in CenturyLink's standard service schedule for such service or as otherwise agreed in writing by Customer and CenturyLink.

6.5 For the Internet Direct Service, Customer must procure from CenturyLink connectivity between the CenturyLink network and the Customer Site (border routers) per the following criteria: (i) the demarcation point is the physical network port of the Mitigation Infrastructure, (ii) the connectivity must consist of at least one (1) CenturyLink Internet Service circuit capable of connecting to the port on

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the Mitigation Infrastructure from each of Customer's data centers (subject to availability), and (iii) any Ethernet circuit must support 802.1Q for delivery of Internet and scrubbed traffic on a shared VLAN that also delivers the Internet traffic or two (2) separate VLANs. Provisioning begins upon confirmation of CenturyLink Internet Service circuit availability. CenturyLink may suspend Internet Direct Services if CenturyLink determines that any Customer provided equipment is causing interference with the CenturyLink network or other customers. Any CenturyLink Internet Service circuit provided by CenturyLink will be subject to service levels as set forth in CenturyLink's standard service schedule for such service or as otherwise agreed in writing by Customer and CenturyLink.

6.6 Notification Responsibilities. Customer must provide CenturyLink with of all the following notices: (i) 24 hours advance notice of any potential promotional events or other activities that may increase Customer's network or website traffic; (ii) immediate notice of any sudden events that may cause significant IP traffic pattern changes in Customer's network; (iii) 24 hours advance notice of any Customer requests to change the traffic baseline; (iv) immediate notice of any additions or deletions to the list of Customer IP addresses subject to the Service; and (v) immediate notice if Customer believes it is under a DDoS Attack (vi) immediate notice related to any changes to Customer's contact information, including email.

6.7 Customer must establish and consistently maintain reasonable and adequate security policies and devices for defense of its assets. Customer acknowledges that the Services are regarded as a tool that can be used as part of the Customer's overall security strategy, but not as a total solution. Customer acknowledges that Customer, and not CenturyLink, is responsible for Customer's own network security policy and security response procedures.

6.8 In relation to Proxy Service, Customer is solely responsible to ensure, and hereby represents, that the provision of any SSL certificate to CenturyLink and CenturyLink's use of the same to provide the Services hereunder does not violate any laws, security policies or regulations.

6.9 Customer understands and expressly consents that in the performance of its obligations hereunder, notwithstanding any other requirements in the Agreement between CenturyLink and Customer, CenturyLink (or its vendors) may route Customer traffic to the Mitigation Infrastructure which is located in a country other than the country of origination and/or destination of such traffic.

6.10 In the event Customer or CenturyLink determine that the Service is being affected by a continuing error, conflict or trouble report, or similar issue (in each case a "Chronic Problem") caused by the Customer, Customer shall resolve any Chronic Problem by taking whatever steps are deemed necessary to rectify the same, including, but not limited to: (i) removing or modifying the existing Service configuration (or requesting CenturyLink to remove the same); or (ii) replacing Customer's equipment providing distributed denial of service Mitigation should that be deemed necessary. If Customer has not remedied the Chronic Problem within 30 days of request by CenturyLink, then CenturyLink may suspend or terminate the Service. The SLA shall not apply and Customer will not be entitled to receive a credit or exercise a termination right under the SLA during periods of of Chronic Problems caused by Customer.

6.11 Installation/Setup. Customer will cooperate with CenturyLink by providing CenturyLink with all information concerning the Service reasonably requested by CenturyLink and providing the point of contact. Customer will provide data parameters that will allow CenturyLink to determine the proper threshold levels in an attempt to diagnose a DDoS Attack. CenturyLink may periodically require Customer to allow traffic monitoring to determine proper threshold levels.

6.12 Third Party Software. If any third-party software, including any corresponding documentation, is provided to Customer by CenturyLink in connection with the Service, Customer agrees to use such third party software strictly in accordance with all applicable licensing terms and conditions. Customer acknowledges and agrees that it is solely responsible for selecting and ensuring that customer provided software and systems are up to date and supportable. Customer's failure to do so may result in CenturyLink's inability to provide the Services and CenturyLink shall have no liability therefrom, including for missed Service Levels.

6.13 Testing. Customer shall not attempt, permit or instruct any party to take any action that would reduce the effectiveness of the Service. Without limiting the foregoing, Customer is specifically prohibited from conducting unannounced or unscheduled test DDoS Attacks, penetration testing, or external network scans on CenturyLink's network without the prior written consent of CenturyLink.

6.14 Change Request. Customer must request non-price impacting Service changes by opening a ticket or by contacting the SOC. Customer must provide complete authentication credentials when requesting changes. Any non-emergency changes or service design changes that may be required outside of an Attack such as prefix additions and migration from On-Demand to Always-On require a change order.

6.15 Neither Customer nor its representatives shall attempt in any way to circumvent or otherwise interfere with any security precautions or measures of CenturyLink relating to the Service or any other CenturyLink equipment.

7. Portal Use. If CenturyLink provides Customer with portal access in connection with the Service, Customer will use such access solely as for use with the Service in accordance with this Service Schedule and the Agreement, and Customer will be responsible for any unauthorized access to or use thereof. A monthly recurring charge will apply to any Customer users in excess of ten (10) Customer users of the Service portal. The Service uses two-factor authentication ("2FA") for access to the portal. The 2FA tokens will be disabled for accounts that have not been active in more than six (6) months requiring such users to request new tokens if they wish to reestablish access.

8. Work Product. If CenturyLink or any employee of CenturyLink develops or creates any intellectual property as part of DDoS Services ("DDoS Intellectual Property"), that DDoS Intellectual Property shall be, and remain, the exclusive property of CenturyLink and

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shall not be considered a work for hire. DDoS Intellectual Property includes, by way of example, playbooks, runbooks, operational processes, and CenturyLink equipment configuration settings. Customer shall have no right to sell, lease, license or otherwise transfer, with or without consideration, any DDoS Intellectual Property to any third party or permit any third party to reproduce or copy or otherwise use or see the DDoS Intellectual Property in any form and shall use all reasonable efforts to ensure that no improper or unauthorized use of the DDoS Intellectual Property is made. Customer shall not reverse engineer or de-compile any DDoS Intellectual Property. Customer will promptly, upon termination of this Schedule or upon the request of CenturyLink, deliver to CenturyLink all such DDoS Intellectual Property without retaining any copy or duplicate thereof.

9. Personal Data. Customer and CenturyLink acknowledge that it may be necessary to provide the other party with personal data or to access personal data of the other party as necessary for the performance of each party's obligations under the Agreement and/or this Service Schedule, including, but not limited to and where applicable, employees' and authorized representatives' names, business contact information, technical or operational data (such as online identifiers), credentials to access portals and other platforms made available by one party to the other and similar personal data. The parties acknowledge and agree that each is a controller with respect to any such personal data exchanged under the Agreement and/or this Service Schedule, and any such personal data is provided on a controller-to-controller basis. Any personal data exchanged in accordance with this Section will be limited to the extent necessary for the parties to perform their obligations or exercise their rights under the Agreement or this Service Schedule. As used herein, the terms "personal data," "processing," "processor" and "controller" shall 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). Each party shall 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. Unless otherwise set forth in the Agreement, CenturyLink personnel will not access or attempt to access personal data that is processed via the operation of the Service. Processing is typically carried out at machine-level and CenturyLink will not retain any copies of data longer than necessary to perform the applicable Service or perform under the Agreement. To the extent legally required, Customer and CenturyLink will enter into separate written agreements required to comply with laws governing the relationship between a controller and processor with respect to the processing of personal data described in this Section, including, without limitation, any agreements required to facilitate necessary cross-border personal data transfers. Customer will be responsible for notifying CenturyLink whether such written agreements are required based on the nature of the data being processed.

10. Additional Disclaimer of Warranty. Customer acknowledges that the Services endeavor to Mitigate security Events, but such Events, even if determined to be Attacks, may not be mitigated entirely or rendered harmless. Customer further acknowledges that it should consider any particular Service as just one tool to be used as part of an overall security strategy and not a guarantee of security. The Service provided herein is a supplement to Customer's existing security and compliance frameworks, network security policies and security response procedures, for which CenturyLink is not, and will not be, responsible. While CenturyLink will use reasonable commercial efforts to provide the Services hereunder in accordance with the SLA, the Services are otherwise provided "as-is". CENTURYLINK MAKES NO WARRANTY, GUARANTEE, OR REPRESENTATION, EXPRESS OR IMPLIED, THAT ALL SECURITY THREATS AND VULNERABILITIES WILL BE DETECTED, THAT THE PERFORMANCE OF THE SERVICES WILL RENDER CUSTOMER'S SYSTEMS INVULNERABLE TO SECURITY BREACHES, THAT ANY THIRD PARTY SOFTWARE PROVIDED BY CUSTOMER WILL BE COMPATIBLE WITH THE SERVICE AND/OR THAT CENTURYLINK'S RECOMMENDATIONS, ASSESSMENTS, TESTS, REPORTS OR MONITORING WILL BE ACCURATE, COMPLETE, ERROR-FREE, OR EFFECTIVE IN ACHIEVING CUSTOMER'S SECURITY AND/OR COMPLIANCE RELATED OBJECTIVES.

11. Suspension; Access; Restrictions.

CenturyLink may temporarily suspend any Service immediately in the event CenturyLink has a good faith belief that such Suspension is reasonably necessary to Mitigate damage or liability that may result from Customer's continued use of the Service. In the event of any expiration or termination of any Service, Customer's access to the applicable Services will end and CenturyLink will not be responsible for assisting Customer with any transition to an alternative provider.

Nothing in this Service Schedule or the Agreement grants Customer any rights to, and Customer is expressly prohibited from, reselling the Services or using any component of the Service or any CenturyLink proprietary materials to create or offer derivative versions of the Service either directly, or through a third party, as a standalone service offering, as bundled with Customer's services or products, or on a service-bureau basis. Customer understands that DDoS may result in disruptions of and/or damage to end-user Customers' or third parties' information systems and the information and data contained therein, including but not limited to denial of access to a legitimate system user. CenturyLink has no responsibility for backing up data prior to deploying DDoS Services or for arranging alternative means of operation should such disruptions or failures occur. Customer understands and acknowledges that the Service is not suitable for the maintenance or processing (apart from mere transmission) of protected health information consistent with the Health Insurance Portability and Accountability Act (HIPAA), as amended or any other applicable laws in the matter.

12. Service Level Agreements ("Service Levels") and Associated Remedies.

The following Service Levels are not available until completion of Service Validation. Whether a Service issue constitutes an outage or failure for Service credit purposes will be determined by CenturyLink in its good faith discretion supported by records, data and other evidence, including through the use of third party monitoring tools. Credits are only available against the MRC for the affected Service. The Service Levels stated in Sections A - C below apply to the Mitigation aspect of Service. Service Levels do not apply to Excused Outages, or periods of Special Unavailability, Suspension or Chronic Problems.

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(A) DDoS Mitigation Service Levels, Service Credits and Chronic Termination Rights. CenturyLink shall use commercially reasonable efforts to ensure the Mitigation Infrastructure is available to Customer one hundred percent (100%) of the time once Customer's IP traffic is routed to the Mitigation Infrastructure in response to a confirmed Attack and until Customer's IP traffic is re-routed back to normal following cessation of such Attack (the "Mitigation SLA"). For purposes of this Mitigation SLA, a "Mitigation Service Outage" means that the Mitigation Infrastructure is unavailable to Customer to the extent that Customer is routing traffic through such Mitigation Infrastructure (*i.e.*, the Customer cannot pass traffic through the Mitigation Infrastructure) for more than 60 consecutive seconds. In the event the Mitigation SLA is not met, the following remedies will apply:

<u>Mitigation Service Outage duration</u>	<u>Service Credit</u>
>60 consecutive seconds ≤4 consecutive hours	3 days of the MRC*
>4 consecutive hours	5 days of the MRC*

*Service Credits is based on the MRC associated with the affected Service at the affected location. Per day calculation based on a 30 day calendar month.

In no event will Customer receive a credit for more than one (1) Mitigation Service Outage per day pursuant to the terms of this Section 12(A), regardless of the number of times CenturyLink fails to comply with the Mitigation SLA during that day.

In addition to the above credit(s) and as Customer's sole remedy for any non-performance of the Service, Customer will be entitled to terminate the affected DDoS Mitigation Service without early termination liability within 30 calendar days of the date/time the right of termination is triggered if any of the following apply:

- (i) a single, continuous Mitigation Service Outage extends for 10 or more consecutive days; or
- (ii) 7 separate Mitigation Service Outages each lasting at least 60 minutes in a 90 day period; and
- (iii) if Customer has procured from CenturyLink an IPVPN circuit or CenturyLink Internet Service circuit as part of the DDoS Mitigation Service, Customer's termination rights hereunder extend to the applicable IPVPN Service or CenturyLink Internet Service.

(B) Time to Mitigate ("TTM") Service Level ("SLA"). CenturyLink agrees to deploy Mitigation following Customer approval (which may be verbal) and Customer properly routing traffic to the Mitigation Infrastructure during an Attack. The TTM SLA is measured in minutes commencing from the time CenturyLink obtains Customer approval and Customer properly routing traffic to the Mitigation Infrastructure during an Attack until the time (in minutes) CenturyLink deploys countermeasures to initiate Mitigation. The applicable TTM SLA for each type of Attack is set forth below.

Attack Type	TTM SLA for On-Demand	TTM SLA for Always-On
UDP/ICMP Floods SYN Floods TCP Flag Abuses DNS Reflection DNS Attack HTTP GET/POST Attacks*	10 minutes	2 minutes

*HTTP Attack Mitigation requires a subscription to Proxy Service.

In the event the TTM SLA is not achieved, the following remedies apply:

<u>Time to Initiate Mitigation</u>	<u>Service Credit</u>
>10 minutes ≤ 60 minutes	1 day of the MRC*
>60 minutes ≤ 6 hours	2 days of the MRC*
>6 hours	7 days of the MRC*

*Service Credit is based on the MRC associated with the affected Service at the affected location. Per day calculation based on a 30 day calendar month.

If the TTM SLA is not achieved three or more times in a single day, CenturyLink will provide a single credit for that day equal to the maximum 7 days of the MRC credit.

If 3 or more TTM SLAs are not met during a calendar month, in addition to Service credits, Customer shall have the right to terminate the applicable Service without early termination liability; provided that the right of termination is exercised within 30 days following the date/time the right of termination is triggered.

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Customer is deemed to have pre-approved Mitigation for Proxy Service, Auto-Mitigation option or Always-On and the SOC does not have to call Customer to start Mitigation. Certain mitigation countermeasures related to FBM Service may be pre-authorized by Customer. If a countermeasure is required that has not been pre-authorized (e.g. in addition to the pre-authorized countermeasures), verbal approval is required from Customer to deploy such countermeasure.

Mitigation requiring traffic analysis and custom signature development are not covered under the TTM SLA.

(C) Attack Monitoring Services Time to Notify Service Level (FBM and AMM Cloud Signaling Services only)

If Customer orders FBM Service or AMM Cloud Signaling Service, Customer may request a credit as set forth below if an Attack Monitoring Failure to Notify Event ("FTN Event") occurs. An FTN Event is an Event in which an Attack Monitoring DDoS alert occurs but steps to notify Customer within a period of 15 minutes from the time that CenturyLink receives a "Type DDoS" alert are not taken. Timely efforts to notify Customer whether via email or phone satisfy the requirement to take such steps whether or not the Customer can be reached.

For each FTN Event that occurs during a calendar month, upon Customer request CenturyLink will provide a Service credit equal to the pro-rated charges for 3 days of the MRC applicable to the affected Service. If 3 or more FTN Events occur during a calendar month, in addition to Service credits, Customer shall have the right to terminate the applicable FBM Service or AMM Cloud Signaling Service or Service without early termination liability; provided that the right of termination is exercised within 30 days following the date/time the right of termination is triggered.

(D) General Terms for all Service Levels

CenturyLink 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 CenturyLink to provide the Services, at any time. CenturyLink will use reasonable efforts to make such changes during the Regularly Scheduled Maintenance window.

To be eligible for SLA credits, Customer must be current in its obligations, and Customer must contact CenturyLink Billing Inquiries via the contact information provided on their invoice, open a ticket in the portal or contact their account manager to report any issue for which Customer thinks a Service Level may apply within 30 calendar days after the issue occurs. Credits shall only apply for the Mitigation aspect of the Service provided pursuant to an MRC, and will not apply to any other DDoS Mitigation Service, including, without limitation, any custom service. Duplicative credits (e.g., for both a Mitigation SLA and a TTM SLA) will not be awarded for a single failure or outage. If a single failure or outage triggers both the Mitigation SLA and TTM SLA, Customer will be entitled to receive the higher of the two credits. The aggregate credits under subparts (A), (B) and (C) above to be provided in any calendar month shall not exceed 100% of the MRC of the affected Service. Cumulative credits in any one month must exceed \$100.00 to be processed. The Service credits and termination rights stated in this Service Schedule shall be Customer's sole and exclusive remedies with respect to the DDoS Mitigation Service and related Services provided hereunder.

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1. Applicability. This Service Schedule applies to the SIP-based provisioning of Level 3® Enterprise Voice Services as described herein ("Services") and incorporates the terms of the Master Service Agreement under which Level 3 provides Services to Customer (the "Agreement"). This Service may be referred to as Voice Complete, SIP Trunking, Enterprise SIP Trunking, SIP Service, E-SIP Service, VoIP 19, IP LD/TF Voice, VoIP Service, VoIP Local Service, VoIP Outbound Service, VoIP Toll Free/Freephone Service, VoIP International Toll Free Service ("IFN" and "UIFN"), Outbound Long Distance, FlexVoice, and Toll Free/Freephone Service in quotes, ordering and invoicing or other service related documentation.

2. Service Offerings. The Services are available only to single, distinct enterprises who will utilize the Service for customary, normal, and reasonable business use within such enterprises. These Services may not be resold or bundled into Customer's offerings for sale to Customer's customers. Telephony equipment and applications are not provided as part of the Service and are Customer's responsibility, including but not limited to handsets, phone sets, key systems, PBXs, IP PBXs and server based applications.

- Voice Complete is the SIP-based provisioning of inbound local calling and toll free/freephone capabilities and outbound local, domestic, national, and international calling capabilities. Customers use concurrent call paths ("CCPs") each of which enables a single call to be carried across the network. CCP capacity provided in association with Voice Complete can be used in a shared manner across multiple Customer locations.

- SIP and Enterprise SIP or E-SIP Service is the SIP-based provisioning in the United States only of inbound local and toll free calling capabilities and outbound local and long distance calling. This Service is only available for provisioning to Customers with 2 or fewer locations in the United States. CCP capacity provided in association with E-SIP can be used in a shared manner across two Customer locations.

- VoIP 19 or IP LD/TF Voice or VoIP Service is the SIP-based provisioning of international toll free services including international free number ("IFN") and universal international free numbers ("UIFN"), international local inbound ("ILI"), optional SIP call transfer capability ("SIP Refer"), and long distance outbound calling capability. No local outbound calling capability is provided. Customers use simultaneous sessions each of which enables a single call to be carried across the network. Simultaneous session capacity is dedicated to a location and cannot be shared between locations.

- FlexVoice provides up to 50 CCPs. It can only be provisioned in the United States for inbound local, toll free calling capabilities, outbound local, and long distance calling.

3. Rates, Charges, and Commitments.

A. General. Customer shall pay the rates and charges for the Services, including but not limited to monthly recurring charges ("MRCs"), usage charges (per call, per minute, etc) and associated billing increments, and non-recurring charges ("NRCs") as set forth in a rate sheet, as the same may be changed as set forth herein (the "Rate Sheet"). If Customer is not provided a rate for a particular location and Customer originates and/or terminates calls to that location, Customer will be billed Level 3's standard usage rate for those calls at the standard minimum call durations and billing increments. Additional charges for certain activities and/or features related to the Services hereunder are captured in the Rate Sheet as ancillary fees or feature charges. The Term identified in the Rate Sheet is the "Service Term" for such Services. Notwithstanding anything to the contrary in the Agreement, billing and Service Term for the Services will commence upon the earlier of the Connection Notice or Customer's use of such Service. For clarity, if Customer uses the Services prior to the Connection Notice, Customer will be billed and shall pay for billable usage and the full quantity of associated utilized MRC-based Services.

National calls may be billed on a usage basis as measured (per minute or increment thereof) or per call, as set forth in the Rates. Such calls may also have a call minimum charge, which means Customer will be charged the higher of the call minimum charge or Customer's actual per minute charges per call.

Usage charges are based on actual usage of Service based on a call duration that begins when the called party answers, as determined by answer supervision, and ends when either party disconnects the call.

Some pricing plans may provide for zero-rated usage for calls that originate and terminate between Customer's enterprise locations which are included under a dedicated pool of CCP capacity ("Intra-enterprise") as identified on the Rate Sheet or Order.

SIP Refer calls may be billed for 2 call flows (inbound and outbound).

If Customer redirects IFN or UIFN calls to a destination that is outside the continental United States, Hawaii and Canada, then the outbound portion of all such calls will incur charges at the rate(s) identified for international termination as set out in the Rate Sheet.

If set forth in the Rate Sheet, a Call Minimum Charge means the minimum charge per call that Customer will incur regardless of the lesser number of actual minutes/seconds. Customer will be charged for the higher of the Call Minimum Charge or Customer's actual per minute call duration.

In addition to such minimum commitments as stated herein or in the Agreement, the Enterprise SIP Services may be subject to a minimum commitment(s) (also called Minimum Usage Guarantees or "MUG") which will be set forth in the Rate Sheet(s) and/or Customer Order(s). For such Service(s) with a minimum commitment ("Committed Service"), commencing on the first full billing cycle following the Ramp

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Period (defined herein) for such Committed Service and continuing through the longer of (i) the Pricing Term or (ii) as long as Customer continues to receive such Committed Service, Customer commits each month to use the Committed Services to amount to charges no less than the minimum commitment or MUG in monthly invoiced Aggregate VRC Charges (the "Revenue Commitment"). "Aggregate VRC Charges" shall mean the charges on an invoice for (i) the monthly recurring charges and usage charges for the Committed Service and (ii) such other charges for non-voice services as may be expressly set forth in the Revenue Commitment. The Revenue Commitment is a take-or-pay commit: Customer shall pay the higher of (i) Customer's actual invoiced Aggregate VRC Charges (and, if agreed applicable, other non-voice charges) or (ii) the Revenue Commitment. Customer is obligated for 100% of the Revenue Commitment and is not responsible for any separate cancellation or early termination charges for Committed Service (but shall be responsible for any separate cancellation or early termination charges for other non-voice services and local access services). For purposes herein, the "Ramp Period" shall mean the period commencing on the Service Commencement Date and expiring on the date of the second Level 3 invoice for which the Service is billed.

B. Voice Complete Pricing Plans. Voice Complete pricing is Concurrent Call Path (CCP) based. Customers subscribing to the Service will select either the 1) standard plan, CCP + measured (rate per minute, call minimum, call set-up for all usage), or 2) a CCP plan that includes up to pre-defined number of minutes of national usage to a subset of pre-defined destinations per CCP. CCP Plan minutes will be aggregated across all CCPs, providing Customer with one pool of minutes. CCP plans which include a pre-defined number of minutes will be charged in accordance with the rates in the Rate Sheet for any calls in excess of such minutes. Any unused minutes will not carry over to the next month. If an optional pre-paid minute plan ("PPM Plan") is available and ordered by Customer, Customer may purchase, in advance, a bucket of minutes to a pre-defined set of destinations. For billing purposes, should Customer order both a CCP Plan inclusive of minutes and a PPM plan, Level 3 will first decrement the CCP Plan minutes and then the PPM Plan minutes. Level 3 reserves the right to add destinations to the CCP or PPM plans or modify or remove CCP Plans or PPM Plans because of regulatory and/or 3rd party cost changes, with 30 days' advance written notice.

4. Rate Changes and Termination Right.

A. Rate Changes. Rates, charges and other pricing terms may be subject to change during the term for which the Services are to be provided by Level 3 to Customer. Level 3 may send to Customer a notice changing rates, charges or other pricing terms as set forth herein, in a Rate Sheet and/or Order which may be provided as a bill insert message with Customer's invoice or other written notification, including to an e-mail address as set forth herein (a "Rate Change Notice"). Customer's e-mail address for purposes of Rate Change Notices hereunder is: {_____}. The rates or changes set forth in such Rate Change Notifications shall take effect as stated therein but no sooner than 30 days following such Rate Change Notice.

B. Limited Termination Right Related to Rate Changes. On receipt of Rate Change Notice, Customer may elect to terminate the Service provided under this Service Schedule without obligation other than to pay (i) all charges already incurred in respect of the Service up to the effective date of such termination (including as adjusted via Rate Change Notice) and (ii) any third party early termination charges incurred by Level 3 in terminating any local access circuits provided to the Customer as part of the Service which are terminated under this Section.

5. Scope of Level 3 Agency. In the provisioning of telephone numbers and/or in porting activities, Level 3 is authorized to act as Customer's agent in placing orders with other carriers in order to provide telecommunications services, if requested by Customer. Customer will provide letters of agency or authority as needed to effectuate such authority, if required.

6. Restrictions.

A. No Resale. Notwithstanding anything to the contrary in the Agreement, the Service is a retail only service, resale of the Service in any form is strictly prohibited, and Customer may not resell or incorporate these Services into services it sells to third parties. This provision may only be changed by amendment to this Service Schedule executed by authorized parties for Customer and Level 3, no less formal consent will be binding.

B. No Non-Conforming Uses. The Service may not be used by Customer (i) to provide voice content related services such as chat lines; (ii) in connection with auto dialer applications, predictive dialers, calls to NANP 900 or 976 or similar area codes or prefixes, broadcast fax transmissions, or any other application that generates more than 10 calls per second, (iii) in connection with call center applications, and (iv) in conjunction with least cost routing (LCR) mechanisms. Use of the Service in violation of this Service Schedule is a "Non-Conforming Use". In addition to Level 3's other default rights, in the event of a Non-Conforming Use, Customer shall be liable for the difference between the rates for conforming use and the higher rates which Level 3 would have applied for Non-Conforming Use. In addition, if in Level 3's reasonable judgment (i) Customer's usage disproportionately terminates to and/or originates in high cost areas or international cell phones or (ii) Customer is using the Service for Non-Conforming Uses, Level 3 may provide Customer with 3 calendar days' notice to modify traffic to correct its usage and if Customer fails to modify its traffic or correct usage as requested by Level 3, Level 3 reserves the right to immediately adjust usage rates to such rate set forth in the notice or immediately terminate the Services. Customer shall remain liable for all usage charges incurred prior to such termination and also for any commitments through the end of the Term on the Rate Sheet.

7. Traffic Integrity. Customer shall not: (1) re-classify or re-originate traffic or take any other action to make traffic appear as if it: (i) is anything other than the type of traffic delivered to Customer or (ii) originated from a place or on a type of equipment different from the place or type of equipment from where it, in fact, originated; or (2) modify, alter or delete in any manner calling party number information, originating point codes or any other signaling information, or call detail in connection with the transport and termination of traffic to the called party. Upon Level 3's request, Customer shall certify in writing its continued compliance with this Section.

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8. Fraudulent Calls and Unsupported Calls. Customer shall be responsible for paying Level 3 for all charges for Service, even if incurred as a result of fraudulent or unauthorized use. Level 3 may, without liability, take immediate action to prevent calls which are not supported by the Service, which may harm Level 3's network or are fraudulent or suspected to be fraudulent, including without limitation, by denying Service to particular automatic number identifiers (ANIs) or terminating Service to or from specific locations. In the event Customer discovers or reasonably believes fraudulent calls being made, Customer shall notify Level 3 as soon as possible at +1-800-348-5457 or FraudOperationsNA@Level3.com.

9. Service Levels.

The following Service Levels apply only if Customer is the end-user of the Enterprise SIP Service and purchases either Level 3 Internet or Level 3 IP VPN Service (as applicable). If Customer purchases the Service as a Converged Service bundle (i.e. in the United States, specifically with Level 3 MPLS Services or Level 3 Internet Services), the separate service levels under those separate Service Schedules apply in lieu of the Service Levels below.

A. Availability Service Level. The Availability Service Level for this Service is 99.9% per month for Level 3 Internet Service use and 99.99% for Level 3 IP VPN use. Service is considered "Unavailable" if Customer is unable to initiate outbound or receive inbound calls for reasons other than an Excused Outage. An Unavailability event is measured from the time Customer opens a trouble ticket with Level 3 until the affected Service is restored. Customer will be entitled to a service credit off of the monthly recurring charge ("MRC") for the affected Service based on the cumulative Unavailability of the affected Service in a given calendar month as set forth in the following table:

Internet - Cumulative Unavailability (in hrs:mins:secs)	Service Level Credit (% of MRC)
00:00:01 - 00:43:00	0%
00:43:01 - 02:00:00	5%
02:00:01 - 04:00:00	15%
04:00:01 +	25%

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IP VPN - Cumulative Unavailability (in hrs:mins:secs)	Service Level Credit (% of MRC)
00:00:01 - 00:05:00	0%
00:05:01 - 04:00:00	5%
04:00:01 - 08:00:00	15%
08:00:01 +	25%

B. Chronic Outage. As its sole remedy, Customer may elect to terminate any affected Service prior to the end of the Term without termination liability if the Service is Unavailable (as defined in subpart 9A immediately above) for more than 60 consecutive minutes in each of 3 consecutive calendar months, or for more than 24 hours in the aggregate in any calendar month. The termination right must be exercised within 30 days of the event giving rise to it.

10. Third Party Access Provided by Level 3. Level 3 provides local access circuits (via third party providers) pursuant to the Rate Sheet only for Customer's use in connection with the Service provided under this Service Schedule. Where Customer's usage of such local access circuits falls below the minimum usage level set out below in 2 consecutive monthly billing cycles, then, notwithstanding any pricing otherwise agreed with Customer, Customer agrees to pay the charge(s) set out below in addition to any other charges payable in respect of the Service.

Local Access Circuit Type	Minimum Usage Level	Additional Monthly Charge
T-1	30,000 minutes per month	\$300
E-1	30,000 minutes per month	\$375
DS-3	500,000 minutes per month	\$8,500

If Level 3 notifies Customer of an additional charge pursuant to the previous paragraph, Customer may, by written notice, elect to terminate the applicable local access circuit, provided that if Customer elects to so terminate a local access circuit within the Service Term for which it was initially ordered, Customer agrees to reimburse Level 3 for any early termination fees levied on Level 3 by the third party provider of that local access circuit.

11. Additional Service Specific Terms.

A. Voice Complete and SIP Service

(i) Mobility Feature Pack. Subject to the limitations described in this Schedule, and subject to availability, Voice Complete Service may be used to serve remote worker applications. Users with the Mobility Feature Pack provisioned on their primary telephone number may originate and receive calls when away from the primary service location, as though they were physically present on the corporate LAN/WAN. For telephone numbers with Mobility Feature Pack provisioned, end users can utilize such mobility capabilities from locations with functioning broadband Internet access and PSTN telephone access. Additionally, call forwarding and remote office features, which enable the use of any PSTN phone for inbound and two-way telephone use, respectively, are included in the Mobility Feature Pack and can be used to support switched based toll-free/freephone service.

(ii) Emergency Calling Capability. Level 3 will provide Emergency Calling capability with SIP Service, FlexVoice and Voice Complete as required by law. "Emergency Calling" means the ability through the dialing of the relevant emergency numbers in a jurisdiction (e.g. 911, 999, 112) to reach emergency response services associated with the address loaded in the relevant databases, subject to each party's obligations and the limitations hereunder. Level 3's liability for Emergency Calling related claims is limited and/or disclaimed to the fullest extent allowed by law.

a. PLEASE READ THE INFORMATION BELOW ABOUT EMERGENCY CALLING CAREFULLY. BY USING AND PAYING FOR THE SERVICE, CUSTOMER ACKNOWLEDGES AND AGREES TO ALL OF THE INFORMATION BELOW REGARDING THE LIMITATIONS OF THE SERVICE WITH REGARD TO EMERGENCY CALLING SERVICES, AND THE DISTINCTIONS BETWEEN SUCH SERVICE AND TRADITIONAL WIRELINE EMERGENCY CALLING.

In particular, please note that Customer will not be able to conduct traditional wireline Emergency Calling in the event of:

- a power outage;
- a loss of connectivity to the internet;
- delays in making a registered location available in the relevant databases or service records; and
- Customer's use the phone at a location other than the established fixed, primary location as determined by Level 3's service records commonly known as "nomadic" use unless and until the Customer provides an updated accurate current user location and the same has time to be loaded into the appropriate databases.

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Customer acknowledges that Level 3 has advised that the Service does not support Emergency Calling in these instances. Customer undertakes to advise all individuals of this limitation who may have occasion to place calls using this Service, and is advised to provide labels or stickers setting out the appropriate warning information on Customer devices (for the United States, labels for Customer's placement on devices are attached hereto as Attachment A).

b. Customer is responsible for assuring that user locations are up to date by providing correct and current address information to Level 3 (hereinafter "Registered Location" but also known as "Automatic Location Identification" or "ALI" in North America and calling line identifier "CLI" in Europe) to Level 3. Customer and its end users shall provide Level 3 with such information conforming to any national numbering schemes or regulatory requirements applicable at the point of interconnection with the Level 3 network. Customer is responsible for updating the Registered Location information for each user on a timely basis in response to changes in location via a Customer facing portal supplied by Level 3 or by calling Level 3 Customer Care. Customer understands that updates to a user's Registered Location information do not occur immediately upon providing such data to Level 3.

c. Customer will provide the initial Registered Location for each user contemporaneously with the execution of its order for the Service. Customer must provide Registered Locations to Level 3 in a form compliant with prevailing regulatory requirements. Level 3 will notify the Customer of any system rejected, unrecognized, or unverifiable Registered Location information, and Customer must promptly resubmit corrected Registered Location information. Failure to provide accurate Registered Location information may delay activation of telephone numbers. Customer acknowledges and understands that failure to provide the current and correct Registered Location related to physical address and location will result in any emergency calls made by Customer failing to properly route and/or being routed to the incorrect local emergency service provider.

d. It is the Customer's responsibility to understand the local jurisdictional laws that pertain to them in regards to Emergency Calling requirements and compliance obligations, including but not limited to the requirements regarding the level of detail to be provided related to Registered Locations. Level 3 specifically disclaims any such obligation.

e. If Customer subscribes to Lync 911 service (which is only as available in the United States), Customer acknowledges that Level 3 does not store Registered Location information and relies upon information provided in the Lync 911 call flow as result of Customer's proper configuration of the location information server ("LIS") to route Emergency Calls. Customer is solely responsible for set up of the LIS and assuring location information is loaded, accurate and updated.

f. For Customers that deploy their own MLTS (i.e., PBX) or comparable equipment:

(i) Some jurisdictions impose specific requirements on MLTS operators. Customer is responsible for complying with any and all such obligations. Customers in California must download and review the brochure at <https://www.cpuc.ca.gov/General.aspx?id=3746>.

(ii) Level 3's Services are configured to provide Emergency Calling service only for telephone numbers that Level 3 has assigned to the Service. If Customer programs telephone numbers from another provider into Customer's MLTS, Customer is responsible for coordinating with the other provider to deliver Emergency Calling for that provider's telephone numbers.

g. In the event that Emergency Calling limitations or requirements different than those stated herein are, in Level 3's reasonable opinion, necessary or advisable based on Level 3's interpretation of currently evolving Emergency Calling laws, rules and regulations, Customer agrees to negotiate modifications to this Section as requested by Level 3, and if agreement respecting the same cannot be reached, Level 3 may terminate the Service and this Agreement without liability.

h. Other Jurisdictions. Country- specific additional emergency calling terms may be required and will be added to this Agreement upon Level 3 request.

B. Toll Free/FreePhone Service, VoIP IFN and UIFN Service.

(i) **Ownership of Telephone Numbers.** Level 3 is the party responsible (aka responsible organization) for Toll Free/FreePhone Numbers. In the event that Customer seeks to change such designation, Customer represents and warrants that it has all necessary rights and authority necessary to do so and will provide copies of letters of authority authorizing the same upon request (and in the format requested by Level 3).

(ii) **Porting, Number Availability and Other Restrictions.** Porting by Customer of Toll Free/FreePhone Numbers pursuant to this Section shall not relieve Customer of its obligations under any Commits. Level 3 does not guarantee the availability of any requested Toll Free/FreePhone, IFN or UIFN Toll Free number and is not bound by any verbal confirmation to Customer of Toll Free/FreePhone number availability. Customer may not reserve or activate such a Toll Free/FreePhone number for the purpose of selling, brokering, or releasing the Toll Free/FreePhone number to another person for any fee or other consideration. Customer may not use numbers to run contests, campaigns, or voting or other applications that may result in usage surges, heavy traffic or network congestion. Level 3 may, without liability, block any Toll Free/FreePhone number having usage surges or heavy traffic loads as determined by Level 3. If Customer does not submit a written request for the appointment of a new carrier for its Toll Free/FreePhone number(s) within thirty (30) days of termination of Service, then the number(s) will be returned to the independent administrative agency for reassignment. If at the time of cancellation or termination of Toll Free/FreePhone

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services, Customer owes an outstanding balance (30 days or more), then Customer's Toll Free/FreePhone number(s) shall not be released to another carrier or provider. Customer acknowledges that (i) IFN or UIFN numbers may be owned by an in-country telephone provider and not the Customer or Level 3, (ii) that the supply of numbers by such provider or regulatory authority may be conditional upon Customer furnishing information, letters or other documentation and (iii) that the provider may deny the granting of a specific number and/or discontinue service related to a specific number if they do not approve of the manner or purpose for which it is used. If Customer wishes to transfer service in respect of Toll Free/Freephone numbers provided by Level 3 to another carrier and the applicable provider or other regulatory authority supports portability of the applicable numbers, Customer should continue active service with Level 3 until Customer's new carrier confirms that service has been transferred to avoid disruption of service. After transfer of service Customer will need to cancel service with Level 3.

(iii) Multiple Carrier Routing for US Toll Free Numbers. Customer agrees that if a US Toll Free number has multiple carrier routing capability whereby the traffic may go to Level 3 and another carrier, Level 3 will receive a minimum of 20% of the traffic for that Toll Free number each month or Customer will be assessed a make-up-to minimum charge equal to the difference between 20% of the total traffic for the Toll Free number expressed in US Dollars and the amount that Level 3 received. If Customer overflows or re-routes a dedicated Toll Free call to a switched telephone number for termination, switched voice rates will apply to such call.

12. Latin American Services. With respect to Services provided in Latin America, Customer agrees that it (or its local Affiliate) will enter into a separate local country addendum/agreement (as approved by local authorities) ("LCA") with the respective Level 3 Affiliate which provides the local Service(s), containing terms necessary to comply with local laws/regulations, and such Level 3 Affiliate will invoice the Customer (or its local Affiliate) party to the LCA for the respective local Service(s).

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**ATTACHMENT A
WARNING LABELS (US)**

WARNING:

E911 Service May be Limited or Not Available
Emergency Calling Service/E911 will not be available if

- 5.** Your broadband/interconnect connection has failed or is disconnected
- 6.** Your electrical power is disrupted
- 7.** The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

WARNING:

E911 Service May be Limited or Not Available
Emergency Calling Service/E911 will not be available if

- 14.** Your broadband/interconnect connection has failed or is disconnected
- 15.** Your electrical power is disrupted
- 16.** The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

WARNING:

E911 Service May be Limited or Not Available
Emergency Calling Service/E911 will not be available if

- 23.** Your broadband/interconnect connection has failed or is disconnected
- 24.** Your electrical power is disrupted
- 25.** The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

WARNING:

E911 Service May be Limited or Not Available
Emergency Calling Service/E911 will not be available if

- 8.** Your broadband/interconnect connection has failed or is disconnected
- 9.** Your electrical power is disrupted
- 10.** The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

WARNING:

E911 Service May be Limited or Not Available
Emergency Calling Service/E911 will not be available if

- 17.** Your broadband/interconnect connection has failed or is disconnected
- 18.** Your electrical power is disrupted
- 19.** The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

WARNING:

E911 Service May be Limited or Not Available
Emergency Calling Service/E911 will not be available if

- 26.** Your broadband/interconnect connection has failed or is disconnected
- 27.** Your electrical power is disrupted
- 28.** The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

WARNING:

E911 Service May be Limited or Not Available
Emergency Calling Service/E911 will not be available if

- 11.** Your broadband/interconnect connection has failed or is disconnected
- 12.** Your electrical power is disrupted
- 13.** The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

WARNING:

E911 Service May be Limited or Not Available
Emergency Calling Service/E911 will not be available if

- 20.** Your broadband/interconnect connection has failed or is disconnected
- 21.** Your electrical power is disrupted
- 22.** The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

WARNING:

E911 Service May be Limited or Not Available
Emergency Calling Service/E911 will not be available if

- 29.** Your broadband/interconnect connection has failed or is disconnected
- 30.** Your electrical power is disrupted
- 31.** The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

INTERNET SERVICES SERVICE SCHEDULE

1. **Applicability.** This Service Schedule is applicable where Customer orders CenturyLink® Internet Services (which may also be called Dedicated Internet Access, Internet Services, High Speed IP, IP Transit Services or CenturyLink IQ® Networking Internet Port (“Internet Port”) on ordering, invoicing, or other documentation). The Service is also subject to the Master Service Agreement executed between CenturyLink and Customer, and if none, CenturyLink’s standard Master Service Agreement (the “Agreement”). CenturyLink may subcontract the provision of the Service in whole or part, provided that CenturyLink remains responsible for the Service to Customer as set forth herein. Capitalized terms used but not defined herein have the definitions given to them in the Agreement.

2. **Service Description.** CenturyLink® Internet Services are high speed symmetrical Internet services providing access to the CenturyLink IP network and the global Internet (“Service”). The Service is generally available via Ethernet connections from 10/100 Mbps ports to 100Gbps ports, as well as T1/E1, DS3/E3, and SONET connections from OC3/STM1 to OC48/STM16. Additional features and functionality may include:

- a. **IP Addresses.** IP Address space with proper justification.
- b. **Primary DNS / Secondary DNS.** Primary or Secondary DNS as requested.
- c. **Static routing / BGP peering.** Static routing or BGP peering options available.
- d. **On-line bandwidth utilization reports.** On-line bandwidth utilization reports available through the customer portal.
- e. **Basic security service.** Subject to Customer having CenturyLink-approved routers, included as part of the Service is a one-time per 12 month period ability to request CenturyLink to temporarily (i.e. for up to 24 hours): (i) apply a temporary access control list (ACL) with up to 10 rules on such routers; (ii) set up firewall filters specifying IPs, subnets, ports, and protocols; and (iii) configure null routes. Requests that exceed this duration or frequency will be charged at \$1000 per hour with a minimum charge of \$4000.

3. **Charges.** Customer shall be billed non-recurring charges (“NRC”) and monthly recurring charges (“MRC”) for Service as set forth in an Order(s). NRC include applicable installation charges for local-access circuit, port connection, and bandwidth. MRC include local-access charges, port connection charges, and bandwidth charges. Other charges, including but not limited to usage-based charges, may apply as stated in the Order(s). The Services are available with Fixed-rate, Burstable, or Aggregate Burstable billing types.

4. **Billing Types.**

- a. **Fixed-rate.** Service with fixed-rate, flat rate, or tiered billing provides a set amount of bandwidth at a fixed-rate MRC (“Fixed-rate”). No usage element applies. Customer will not be permitted to exceed the contracted bandwidth level, provided that if Customer also orders Dynamic Capacity (where available), bandwidth and the associated charges may be adjusted as set forth in the separate terms for Dynamic Capacity.
- b. **Burstable.** For Service provided with burstable bandwidth, the MRC is based on Committed Information Rate (“CIR”) (which is also called a Committed Data Rate (“CDR”)). The CIR/CDR is the minimum Internet bandwidth that will be billed to Customer each month regardless of actual usage. Burstable usage is any usage in excess of CIR/CDR. Burstable usage charges will apply on a per Mbps basis at the rate stated in the Order. Burstable usage charges will be billed on a 95th percentile basis. Usage levels are sampled every five minutes, for the previous 5 minute period, on both inbound and outbound traffic. At the end of the bill cycle, the highest 5% of the traffic samples for each inbound and outbound will be discarded, and the higher of the resulting inbound and outbound values will be used to calculate any applicable usage. If available and identified in the applicable Order, a Peak Information Rate (PIR) or Peak Data Rate (PDR) may apply, which is the maximum available bandwidth.
- c. **Aggregate Burstable.** Burstable Services may also be provided on an aggregated basis. For Aggregate Burstable Service, the bandwidth MRC is based on the Aggregate Committed Information Rate (“ACIR”) (which is also called an Aggregate Committed Data Rate (“ACDR”)). The ACIR/ACDR is the minimum Internet bandwidth that will be charged to Customer each month regardless of actual usage. Aggregate Burstable Usage is any usage in excess of ACIR/ACDR. Aggregate Burstable Usage charges will apply on a per Mbps basis at the rate stated in the Order. Aggregate Burstable Usage is calculated on a 95th percentile basis across all included ports.

5. **Customer Responsibilities.** Customer is solely responsible for all equipment and other facilities used in connection with the Service which are not provided by CenturyLink. All IP addresses, if any, assigned to Customer by CenturyLink shall revert to CenturyLink upon termination of Service, and Customer shall cease using such addresses as of the effective date of termination. Unless the parties otherwise agree in writing, Customer has sole responsibility for ordering, securing installation, and ensuring proper operation of any and all equipment required to enable Customer to receive the Service.

6. **On-Net and Off-net Access.** Access services provided entirely on the CenturyLink owned and operated network (“Network”) are “On-Net Access Services”. Additionally, CenturyLink may use third parties to reach Customer’s site from the CenturyLink Network (“Off-Net Access Services”). Local Access may be provisioned utilizing one of the following service technologies: special access, ethernet local access, or wavelength local access.

7. **Converged Voice-Internet Service.** Where Customer orders Internet Services bundled with Level 3 Enterprise Voice SIP Based Services only, such charges will show on the invoice as Converged Voice-Internet Service. For clarification, the Converged Voice-Internet

INTERNET SERVICES SERVICE SCHEDULE

Service is treated as a single Service and if Customer wishes to unbundle or terminate a part of the Converged Voice-Internet Service, early termination liability may apply and Customer will be required to execute new orders for the desired stand-alone Service.

8. Service Levels and Service Credits. The following service level agreements (SLAs) apply as set forth below. When Converged Voice-Internet Service is ordered, the SLAs below apply in lieu of any SLAs identified in the applicable Level 3 Enterprise Voice SIP Based Service Schedule as referenced above in Section 7.

- a. Availability Service Level. CenturyLink 's availability SLA in the United States and Canada is 99.99%. Outside the United States and Canada, the availability SLA is 99.98% for On-Net Access Services and 99.9% for Off-Net Access Service.
- b. Network Packet Delivery Service Level. The packet delivery SLA on the CenturyLink Network is 99.95%.
- c. Network Latency Service Levels. The latency SLAs on the CenturyLink Network are set forth below and are average round-trip.

Table A: Network Latency

Route	Network Latency Metrics Round-Trip
Intra-North America	< 50 ms*
Intra-Europe	< 35 ms
Intra-Asia	< 110 ms
Intra-Latin America	< 120 ms
North America to Europe	< 80 ms**
North America to Asia	< 185 ms**
North America to Latin America	< 140ms**
Europe to Asia	< 345 ms**
Europe to Latin America	< 210 ms**
Asia to Latin America	< 315 ms**

* Additionally, add 90ms from/to the Mexico IP Hub, add 30ms from/to Hawaii, and add 25ms from/to Alaska.

** Additionally, add the applicable "intra-region" latency parameter for the region in which the applicable customer site is located

- d. Credits for SLAs above: All SLA credits will be calculated after deducting any discounts and other special pricing arrangements. Credit percentages are applied to the MRC of the CIR/CDR rate, port charge, and local access circuits for applicable sites only. In no event will SLA credits in any calendar month exceed 100% of the total MRCs for Service hereunder for the affected site(s).
- i. Availability Service Credit: Service is "Unavailable" (except in the case of an Excused Outage) if the Customer port at a Customer site is unable to pass traffic. Service Unavailability is calculated from the timestamp CenturyLink opens a trouble ticket following the report of a problem by the Customer until the time the ticket is closed. If credits are due under this SLA, no other SLAs apply to the same event. If Service is Unavailable for reasons other than an Excused Outage, Customer will be entitled to a service credit off of the MRC for the affected Service based on the cumulative Unavailability of the Service in a given calendar month as set forth in the tables below.

Table B: Availability Service Credit - United States and Canada

Cumulative Unavailability (hrs:mins:secs)	Service Level Credit
00:00:01 – 00:04:18 (99.99%)	No Credit
00:04:19– 00:43:00	5%
00:43:01 – 04:00:00	10%
04:00:01 – 8:00:00	20%
08:00:01 – 12:00:00	30%
12:00:01 – 16:00:00	40%
16:00:01 – 24:00:00	50%
24:00:01 or greater	100%

Table C: Availability Service Credit - On-Net Access Services outside the U.S. and Canada

Table D: Availability Service Credit- Off-Net Access Services outside the U.S. and Canada

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Table C: Availability Service Credit - On-Net Access Services outside the U.S. and Canada

Cumulative Unavailability (hrs:mins:secs)	Service Level Credit
00:00:01 00:08:37 (99.98%)	No Credit
00:08:38 – 00:43:00	5%
00:43:01 – 04:00:00	10%
04:00:01 – 8:00:00	20%
08:00:01 – 12:00:00	30%
12:00:01 – 16:00:00	40%
16:00:01 – 24:00:00	50%
24:00:01 or greater	100%

Table D: Availability Service Credit- Off-Net Access Services outside the U.S. and Canada

Cumulative Unavailability (hrs:mins:secs)	Service Level Credit
00:00:01 – 00:43:00 (99.9%)	No Credit
00:43:01 – 04:00:00	10%
04:00:01 – 8:00:00	20%
08:00:01 – 12:00:00	30%
12:00:01 – 16:00:00	40%
16:00:01 – 24:00:00	50%
24:00:01 or greater	100%

- ii. Network Packet Delivery Service Credits. Packet Delivery SLAs are based on monthly average performance between CenturyLink designated points of presence (“POPs”). Customer will be entitled to a service credit off of the MRC for the affected Service as set forth below for the Service parameter(s) not met for reasons other than an Excused Outage. Customer will not be entitled to credits under the packet delivery SLA for the affected Service where such failure is related to Unavailability under the Availability SLA.

Table E: Packet Delivery Service Credit

Packet Delivery Metrics	Percentage Credit
99.95% or greater	No Credit
99.94% - 99.0%	10%
98.99% - 96.0%	30%
95.99% or less	50%

- iii. Network Latency Service Credits. Network latency SLAs are based on monthly average performance between CenturyLink designated points of presence (“POPs”). Customer will be entitled to a service credit off of the MRC for the affected Service as set forth below for the Service parameter(s) not met for reasons other than an Excused Outage. Customer will not be entitled to credits under the network latency SLA for the affected Service where such failure is related to Unavailability under the Availability SLA.

Table F: Network Latency Service Credit

Delay Exceeding Network Latency Metrics	Percentage Credit
1- 10 ms	10%
11- 25 ms	30%
26 ms or greater	50%

- iv. Chronic Outage. As its sole remedy, Customer may elect to terminate an affected Service, or if applicable an affected Converged Voice-Internet Service, hereunder prior to the end of the Service Term without termination liability if, for reasons other than an Excused Outage, such Service becomes Unavailable (as defined in Section 8(d)(i) above): (i) twice during a 30-day period, and becomes Unavailable a third time within 30 days following the second event, or (ii) more than 24 aggregate hours during a 30-day period. Customer may only terminate such Service that is Unavailable as described above, and must exercise its right to terminate the affected Service under this Section, in writing, within 30 days after the event giving rise to the termination right. For clarification, termination of a Converged Voice-Internet Service will result in termination of all applicable Services bundled together as the Converged Voice-Internet Service under the Order.
- v. Installation Service Level. CenturyLink will exercise commercially reasonable efforts to install any Service on or before the Customer Commit Date for the particular Service. This installation SLA shall not apply to Orders that contain incorrect information supplied by Customer or Orders that are altered at Customer's request after submission and acceptance by CenturyLink. In the event CenturyLink does not meet this installation SLA for reasons other than an Excused Outage, Customer will be entitled to a service credit for each day of delay equal to the charges for 1 day of the pro rata share of the MRC associated with the affected Service up to a monthly maximum credit of 10 days. For Services billed on an Aggregate CIR/CDR basis, the charges for 1 day of the pro rata share of the MRC will be calculated based on the average MRC per port for the aggregate.

INTERNET SERVICES SERVICE SCHEDULE

9. Resale Restriction. Notwithstanding anything to the contrary in the Agreement, Customer is prohibited from reselling any Internet Service or any ports provided hereunder as a stand-alone service to a third party without the express written consent of CenturyLink, provided, however that Customer may bundle any Internet Service or any ports provided pursuant to this Service Schedule with any other CenturyLink services (to the extent resale of those service is allowed) or the services of Customer and resell such bundled service to Customer's subscribers and its customers. The Parties agree that the preceding is not applicable to Converged Voice-Internet Service, and Customer is prohibited from reselling any Converged Voice-Internet Service unless the parties enter into an amendment signed by authorized representatives of both parties.

10. Latin American Services. With respect to Services provided in Latin America, Customer agrees that it (or its local Affiliate) will enter into a separate local country addendum/agreement (as approved by local authorities) ("LCA") with the respective CenturyLink Affiliate which provides the local Service(s) containing terms necessary to comply with local laws/regulations, and such CenturyLink Affiliate will invoice the Customer (or its local Affiliate) party to the LCA for the respective local Service(s).

11. CenturyLink Arranged Third Party Procured Internet Services. For certain Service locations (including but not limited to where CenturyLink may lack relevant licenses to provide such service), CenturyLink may agree to arrange Internet Services using third party providers ("Third Party Internet Service"). Examples of such locations include, but are not limited to, service locations in China (excluding Hong Kong), India, Indonesia, Malaysia, New Zealand, Philippines, South Korea, Taiwan, Thailand, and Vietnam. Service options vary on a country by country basis and may include access to the Internet via overbooked and/or non-overbooked connections, DSL technology, private leased circuits (fixed or wireless), and/or satellite. Specific service details (access type, e.g. downstream/upstream speed, customer premises equipment requirements, and number of IP addresses) also differ on a country by country basis. Customer understands and acknowledges that Third Party Internet Service will, if requested by Customer, be provided by third party subcontractor(s) to CenturyLink and accordingly, is provided on a best effort and as-is basis. Notwithstanding the foregoing, Customer may report faults and/or outages in Third Party Internet Service to CenturyLink on a 24x7 basis and, in such circumstances, CenturyLink will contact the applicable third-party service provider with a view to restoring service as quickly as possible. Customer will reasonably cooperate with the requests of such providers of Third Party Internet Service to enable installation, maintenance, repair, and disconnection of Services. Burstable and Aggregate Burstable pricing methodologies, as well as on-line bandwidth utilization reports, are not available for Third Party Internet Service.

12. Business Contact Information. Customer must provide to CenturyLink the names of and contact information ("Business Contact Information") for its employees ("Business Contacts") who have purchasing or other responsibilities relevant to CenturyLink's delivery of international Service under this Service Schedule. Customer consents to CenturyLink's and its affiliates or subcontractors' use and transfer to the United States of Business Contact Information for the purpose of: (a) fulfilling its obligations under this Service Schedule; and (b) providing information to Customer about CenturyLink's products and services via these Business Contacts. Customer represents that the Business Contact Information is accurate and that each Business Contact has consented to CenturyLink's processing of their Business Contact Information for the purposes set forth in this Service Schedule. The Business Contact Information provided by Customer has been collected, processed, and transferred in accordance with applicable laws, including, where applicable, any necessary notification to the relevant data protection authority in the territory in which Customer is established ("Authority"). Customer will notify CenturyLink promptly of staffing or other changes that affect CenturyLink's use of Business Contact Information. CenturyLink will have in place technical and organizational measures that ensure a level of security appropriate to the risk represented by the processing and the nature of the Business Contact Information and that protects such information against accidental or unlawful destruction or accidental loss, alteration, and unauthorized disclosure or access. CenturyLink will use the information only for the express purposes set forth in this Service Schedule. CenturyLink will identify a contact authorized to respond to inquiries concerning processing of Business Contact Information and will reasonably cooperate in good faith with Customer and the Authority concerning all such inquiries without excessive delays.

**CENTURYLINK® MPLS (IPVPN AND VPLS) VPN SERVICE
SERVICE SCHEDULE**

- 1. Applicability.** This Service Schedule forms part of the Master Service Agreement between Level 3 and Customer (“Agreement”) and is applicable only where Customer orders Level 3® MPLS (IPVPN and VPLS) VPN Service. Capitalized terms used but not defined herein have the definitions given to them in the Agreement.
- 2. Service Description.** MPLS VPN Service includes two (2) virtual private network (“VPN”) services, IPVPN and VPLS, providing private site-to-site communications over Level 3’s MPLS network. IPVPN utilizes Internet Protocol; VPLS is provided using Ethernet. Customer must purchase at least 2 ports to set up private site-to-site connections. The Service is connected to each site, including additional sites designated by Customer (together “Customer Sites”) through the Customer port at either a circuit location address or a Level 3 Point of Presence (PoP) as specified in the Customer Order. Customer Sites will be connected to a port at one or more Level 3 MPLS Network PoPs at a fixed data transmission rate. Standard network management web tools are also provided in conjunction with the MPLS VPN Services. The VPLS offer of Enterprise Switched Native LAN (“SNLAN”) allows multiple Customer locations to interconnect within a single Level 3-defined metro area network (“MAN”). The VPLS offer of Extended Native LAN (“ENLAN”) allows Customer to connect multiple SNLAN networks between MANs.
- 3. Additional features and functionality may include:**
 - a. Enhanced Reporting.** Customer may (at additional cost) subscribe to enhanced reporting features including Performance Assurance, Enhanced Management, and End to End Statistics (collectively these are referred to herein as “Enhanced Reporting”). Where available, these features provide end-to-end reporting and SLA’s for the following statistics: data delivery, latency and jitter that can be accessed by Customer via the Level 3 provided customer portal.
 - b. Class of Service (CoS).** Customer may purchase CoS providing the ability to prioritize certain identifiable traffic flows between MPLS network ports. Customer is solely responsible for the selection of classes of service as stated in the Customer Order. If a Service Order references Premium Plus/Premium CIR (or PIR), the stated bandwidth is included in, and not in addition to, the Committed Information Rate or Peak Information Rate.
 - c. Smart Demarcation.** In certain locations, where available, for VPN and VPLS services with Ethernet access in the domestic U.S. and VPLS services with Ethernet access outside of the U.S., Level 3 provides ‘Smart Demarcation’ which is the supply and installation of a Smart Demarcation device (also referred to as a Network Interface Device or “NID”) used for Ethernet connectivity fault management for up to 1Gbps port speeds at Customer Sites.
- 4. Charges.** Customer shall be billed non-recurring charges (“NRC”) and monthly recurring charges (“MRC”) for MPLS VPN Services as set forth in the Customer Order. NRC includes applicable installation charges for local-access circuit and each port. MRC includes local-access charges, port connection charges and bandwidth charges. Bandwidth may be identified on a Customer Order as Bandwidth, Commit, Committed Information Rate (or CIR), or Peak Information Rate (or PIR). Other charges, including but not limited to usage based charges, may apply as stated in the Customer Order. Where Customer orders MPLS VPN Services bundled with either Level 3 Internet Services or Level 3 Enterprise Voice SIP Based Services (either combination is referred to herein as a “Converged Service”) such charges will show on the invoice as Converged Services. For clarification, the Converged Service is treated as a single Service and if Customer wishes to unbundle or terminate a part of the Converged Service, early termination liability may apply and Customer will be required to execute new orders for the desired stand-alone Service.
- 5. The following services may be available at an additional charge to be set forth in an Order and pursuant to the separate Service Schedule for such services:**
 - a. Level 3 Internet Services.** As part of a Converged Service, Customer may order Internet Services which are high speed symmetrical Internet services providing access to the Level 3 IP Network and the global internet.
 - b. Level 3 Enterprise Voice SIP Based Services.** As part of a Converged Service, Customer may order SIP based enterprise voice for Public Switched Telephone Network connectivity, outbound (1+) access to U.S. (interstate and intrastate) and international locations, inbound (8XX) service, and international toll free calling.
 - c. Application Performance Management.** As an optional service feature for IPVPN, where available Customer may subscribe to Application Performance Management (“APM”) which provides near real-time information for live monitoring and historical data for analysis and reporting on all network traffic end-to-end, including advanced statistics on latency, jitter and packet loss, as well as general utilization by way of an inline Analysis Service Element (“ASE”).
 - d. Managed Network Services.** As an additional Service offering, where available Customer may order Level 3 Managed Network Services (“MNS”) in which Customer premises equipment (“CPE”) is provided by either the Customer or Level 3, but in all cases is managed and maintained by Level 3. MNS may include, but is not limited to, Routers, IADs, SBCs, and firewalls.
 - e. Secure Access.** As an additional Service offering, where available Customer may order Secure Access Site and Secure Access Cellular.
 - f. Managed Security Services.** As an additional Service offering, if available Customer may order certain managed security services (“MSS”) which may be available on a cloud-based (MSS-Cloud) solution. The MSS Cloud solution may also be referenced as a Secure Internet Access Firewall or SIA Firewall when ordered in conjunction with Level 3 MPLS Service.

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6. Customer Responsibilities. Customer is responsible for providing the network design specifications including pre-existing LAN/WAN IP addressing schemes, MAC addresses and circuit designs. Customer is solely responsible for all equipment and other facilities used in connection with the Service which are not provided by Level 3. All IP addresses, if any, assigned to Customer by Level 3 shall revert to Level 3 upon termination of Service, and Customer shall cease using such addresses as of the effective date of termination. For installation of the Smart Demarcation device (NID) at Customer's Site, Customer shall (i) provide access at each Site for installation, implementation and maintenance ("Work") at scheduled times, (ii) make appropriate contact personnel available on-site for such Work, (iii) provide all necessary power distribution boxes, conduits, telco backboard space for equipment mounting, grounding, surge and lightning protection and associated hardware and power outlets within 4 feet (1 meter) of the location at which a NID is to be installed, (iv) provide all required extended demarcation inside wiring, including any necessary building alterations to meet wiring and any other site requirements, (v) ensure that the NID can be installed within 6 feet (2 meters) of the Customer provided equipment and the Customer provided or third party provided extension of the local access circuit demarcation, or otherwise provide additional cabling at the Customer's expense, (vi) clearly marking each telecommunications extended local access circuit demarcation point to allow the installer to connect the correct circuit to the correct NID interface, and (vii) connection of the NID to the Customer Router or LAN.

7. Service Levels and Service Credits. The following Service Levels (SLAs) apply as set forth below. When Converged Services are ordered the SLAs below apply in lieu of any SLAs identified in the applicable Level 3 Internet Service Schedule and/or Level 3 Enterprise Voice SIP Based Service Schedule as referenced above in Section 5. Depending on the type of Service ordered by Customer, the Class of Service levels of Premium Plus, Premium, Enhanced Plus, Enhanced, and Basic may be referenced on a Customer Order as Real Time, Interactive, Mission Critical, Priority and Best Effort, respectively.

a. Availability Service Level. The Availability Service Level in the United States is 99.99%. Outside the United States, the Availability Service Level for Fully On-Net MPLS VPN Service is 99.99% and 99.9% for Off-Net Service. Fully On-Net MPLS VPN Service is provided entirely on Level 3's owned and operated network. Off-Net Service is a service that is partially or entirely provided using third party circuits not owned and operated by Level 3. For IPVPN and VPLS, Service Availability is calculated on a per site basis.

b. Packet Delivery, Latency and Jitter Service Levels - PoP to PoP. Level 3's service levels for packet delivery, latency, or jitter are set forth below in Tables A and B. These latency calculations are averaged monthly between all Level 3 designated points of presence ("POPs") in a given region.

Table A: PoP to PoP

SLA Boundary	Measurement Parameter	Class of Service		
		Premium Plus/ Premium (e.g. Voice/ Video)	Enhanced Plus/Enhanced (e.g. Critical/ Preferred Data)	Basic Plus/ Basic (e.g. Default/ Internet / Bulk Data)
Intra Continental U.S.	Average Packet Delivery	99.99%	99.95%	N/A
	Average Two Way Latency	City Pair*	City Pair*	City Pair*
	Jitter (one way)	≤ 3 ms	N/A	N/A
Intra EU and EU - US	Average Packet Delivery	99.99%	99.95%	N/A
	Average Two Way Latency	City Pair	City Pair	City Pair
	Jitter (one way)	≤ 10 ms	N/A	N/A
Rest of World	Average Packet Delivery	99.9%	99.8%	N/A
	Average Two Way Latency	City Pair	City Pair	City Pair
	Jitter (one way)	Regional	N/A	N/A

*Appendix 1 sets forth the "City Pair" monthly average two way latency in the MPLS VPN PoP to PoP two way latency SLA matrix. For city pairs that are not listed in Appendix 1, the following regional metrics apply per Table B. Regional metric calculations are averaged monthly between all Level 3 POPs in a given region.

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Table B: Regional Two Way Latency and Jitter

Description	Average Two Way Latency (milliseconds)	Average Jitter Roundtrip (milliseconds)
Trans-Atlantic (London/Amsterdam – New York)	< 95 ms	≤ 6 ms
Intra–United Kingdom	≤ 25 ms	≤ 6 ms
European network	≤ 45 ms	≤ 6 ms
North American Network *	≤ 65 ms	≤ 6 ms
Pacific (Tokyo – Sacramento, CA)	≤ 150 ms	≤ 6 ms
Sydney – US West (Sacramento, CA)	≤ 270 ms	≤ 6 ms
Sydney – Asia (Tokyo)	≤ 200 ms	≤ 6 ms
Intra–Asia **	≤ 140 ms	≤ 6 ms
South America (Buenos Aires, Sao Paolo, Panama City, Santiago, and Miami)	≤ 170 ms	≤ 6 ms
New York – South Africa	< 295 ms	< 40 ms
London – South Africa	< 230 ms	< 40 ms

* Add 90ms from/to the Mexico PoP

** 'Intra-Asia' is defined as: Japan, Australia, Hong Kong, Taiwan, Philippines, South Korea, Thailand, Malaysia, and Indonesia.

c. Packet Delivery, Latency and Jitter Service Levels – End to End (Optional). End to End Packet Delivery, jitter and two way latency SLAs apply only to sites where Customer has ordered Enhanced Reporting or APM for IPVPN. For sites with DSL, microwave or satellite access, End to End packet delivery, jitter, and latency SLAs do not apply. To calculate an end to end two way latency SLA, the loop factor table applies per Appendix 1.

Table C: End to End

SLA Boundary	Measurement Parameter	Class of Service		
		Premium Plus/ Premium (e.g. Voice/Video)	Enhanced Plus/Enhanced (e.g. Critical/Preferred Data)	Basic Plus/ Basic (e.g. Default/Bulk Data)
Intra Continental U.S.	Average Packet Delivery	99.9%	99.5%	N/A
	Average Two Way Latency	<u>City Pair Plus Loop Factor Table*</u>	<u>City Pair Plus Loop Factor Table*</u>	<u>City Pair Plus Loop Factor Table*</u>
	Jitter (Round Trip)	≤ 3 ms	N/A	N/A
Intra EU and EU -US	Average Packet Delivery	99.9%	99.5%	N/A
	Average Two Way Latency	City Pair Plus Loop Factor Table*	City Pair Plus Loop Factor Table*	City Pair Plus Loop Factor Table*
	Jitter (Round Trip)	≤ 10 ms	N/A	N/A
Rest of World	Average Packet Delivery	99.5%	99.0%	N/A
	Average Two Way Latency	City Pair Plus Loop Factor Table*	City Pair Plus Loop Factor Table*	City Pair Plus Loop Factor Table*
	Jitter (Round Trip)	Regional	N/A	N/A

d. Credits for SLAs above. All SLA credits are calculated after deduction of all discounts and other special pricing arrangements, and are not applied to governmental fees, taxes, surcharges and similar additional charges. For the avoidance of doubt, credit percentages are, unless otherwise expressly provided for in these terms, only applied to the MRC of the bandwidth and port charges for applicable Sites. In no event will SLA credits in any calendar month exceed 100% of the total MRCs (excluding local access) for the affected Site(s).

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All approved SLA credits requested by Customer for a given month will be totaled and applied to Customer's next following invoice for the Service, or as promptly thereafter as is practical in the event of a dispute.

i. **Availability Service Credit.** Service is "Unavailable" (except in the case of an Excused Outage) if the Customer port at a Customer site is unable to pass traffic. Service Unavailability is calculated from the timestamp Level 3 opens a trouble ticket following the report of a problem by the Customer until the time the ticket is closed. If credits are due under this SLA, no other SLAs apply to the same event. If Service is Unavailable for reasons other than an Excused Outage, Customer will be entitled to a service credit off of the MRC for the affected Service locations based on the cumulative Unavailability of the Service in a given calendar month as set forth in the tables below. For a Fully On-Net Service, the SLA and credits in Table D will apply. For Off-Net Service, the SLA and credits in Table E will apply.

**Table D:
US Domestic Only or Fully On-Net MPLS VPN Service**

D Cumulative Unavailability (in hrs:mins:secs)	Service Level Credit
00:00:01 – 00:04:18 (99.99%)	No Credit
00:04:19 – 00:43:00 (99.9%)	10%
00:43:01 – 04:00:00	15%
04:00:01 – 12:00:00	30%
12:00:01 or greater	50%

**Table E:
Off-Net MPLS VPN Service and Service outside the Domestic US**

Cumulative Unavailability (in hrs:mins:secs)	Service Level Credit
00:00:01– 00:43:00 (99.9%)	No Credit
00:43:01 – 04:00:00	10%
04:00:01 – 12:00:00	30%
12:00:01 or greater	50%

ii. **Data Delivery, Latency, and Jitter Service Credits.** The PoP to PoP SLAs are based on monthly average performance between nodes on Level 3's MPLS network. Where End to End SLAs apply, the monthly average performance is measured between the Level 3 Equipment deployed for APM or Enhanced Reporting, as applicable. Customer will be entitled to a service credit off of the MRC for the affected Service locations as set forth below for the Service parameter(s) not met for reasons other than an Excused Outage. Customer will not be entitled to credits under the packet delivery, latency, or jitter SLA's for the affected Service where such failure is related to Unavailability under the Availability SLA.

Monthly Service Parameter	Service Level Credit
Data Delivery	10%
Latency	10%
Jitter	10%

e. **Smart Demarcation Opt-Out.** Where Smart Demarcation is required by Level 3 and Customer wants the Service provisioned without Smart Demarcation Level 3 agrees upon Customer's request to meet with Customer to discuss alternative options (if available).

f. **Chronic Outage.** As its sole remedy, Customer may elect to terminate an affected MPLS VPN Service, or if applicable an affected Converged Service, prior to the end of the Service Term without termination liability if, for reasons other than an Excused Outage: such MPLS Service is Unavailable (as defined in Section 5(d)(i) above) in any calendar month for: (a) more than 6 consecutive hours in each of 3 consecutive calendar months, OR (b) more than 42 hours in aggregate in any calendar month. Customer may only terminate such Service that is Unavailable as described above, and must exercise its right to terminate the affected Service under this Section, in

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writing, within 30 days after the event giving rise to a right of termination. For clarification, termination of a Converged Service will result in termination of all applicable Services bundled together as the Converged Service under the Order.

g. Installation Service Level. Level 3 will exercise commercially reasonable efforts to install each MPLS VPN Service on or before the Customer Commit Date for the particular Service. This installation Service Level shall not apply to Customer Orders that contain incorrect information supplied by Customer or Customer Orders that are altered at Customer request after submission and acceptance by Level 3. In the event Level 3 does not meet this Installation Service Level for a particular MPLS VPN Service for reasons other than an Excused Outage, Customer will be entitled to a service credit for each day of delay equal to the charges 1 day of the pro rata share of the MRC associated with the affected MPLS VPN service up to a monthly maximum credit of 10 days.

h. SLA Limitations for Enhanced Management. For circuits with Bandwidths of 15 Mbps or lower, the measurement of such Data Delivery, Latency and Jitter also excludes any time period that Customer's total bandwidth utilization or bandwidth utilization by CoS exceeds fifty percent (50%) of the applicable contracted bandwidth. For circuits with bandwidths over 15 Mbps, the measurement of such Data Delivery, Latency and Jitter also excludes any time period that Customer's total bandwidth utilization exceeds seventy percent (70%) of the applicable contracted bandwidth. The Enhanced Management SLA shall not apply to any site for any calendar month if Level 3's measurement of Data Delivery, Latency or Jitter does not include at least twenty five percent (25%) of the duration of any calendar month. Credits provided for the applicable metric are not cumulative and, in any calendar month, Customer shall only be entitled to one credit per metric per site. All measurements are based on the average of the metrics for that calendar month.

8. Resale Restriction. Notwithstanding anything to the contrary in the Agreement, Customer is prohibited from reselling any Service provided pursuant to this Service Schedule except as expressly provided by Level 3, provided however, if Customer requests to resell any Converged Services such permission from Level 3 must be in the form of an amendment signed by authorized representatives of both parties.

**TAILORED EXPERIENCE: MANAGED NETWORK SERVICES
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1. General. This Service Schedule ("Schedule") is applicable only where Customer orders Tailored Experience: Managed Network Service ("Service") which may also be called Managed Enterprise Services or Professional Services on ordering, invoicing, or other documentation. CenturyLink may use a CenturyLink affiliate or a third party to provide Service to Customer, but CenturyLink will remain responsible to Customer for Service delivery and performance. This Schedule is governed by and incorporates the terms of the Master Service Agreement or other CenturyLink approved service agreement (the "Agreement") and any statement of work ("SOW") or SOW Change Request incorporated by reference into this Schedule.

2. Definitions.

"CenturyLink Device" means an eligible rental CPE device provided by CenturyLink.

"Customer Device" means a Customer provided device. Customer may (1) separately purchase the Customer Device from CenturyLink (2) separately purchase the Customer Device from a third party provider or (3) the Customer Device may be included as part of a separately purchased CenturyLink provided network service. If Customer separately purchases the Customer Device from CenturyLink, the CenturyLink Select Advantage terms and any applicable Detailed Descriptions apply. If the Customer Device is included as part of a separately purchased CenturyLink provided network service, the applicable service attachment(s) for the CenturyLink provided network service apply.

3. Service Description. The Service is a comprehensive network management or monitoring solution available in different package types to suit Customer's specific needs. Each Customer request for Service shall require the preparation of a SOW. All SOWs shall be sequentially numbered for ease of identification, e.g., SOW A-1, A-2, A-3 and so forth. Specific Service details, package types, and project plans will be further described in the applicable SOW or SOW Change Request. Customer must verify with CenturyLink the availability of the Service in Customer's desired locations.

4. Term; Acceptance; Cancellation. This Section replaces the Term and Cancellation terms set forth in in the Agreement. The term of this Service Schedule will commence on the date it is added to the Agreement and continue until the termination or expiration of the last SOW.

4.1 Service Term. The Services will continue for the term specified in the applicable SOW ("Service Term"), unless terminated by either party pursuant to the terms of the Agreement or this Schedule.

4.2 Acceptance. Except as otherwise provided in a SOW, Services will be deemed accepted unless Customer provides written notice of any deficiency to CenturyLink within three business days after commencement of work or delivery of the Services, including phased delivery of Service, if applicable, (the "Acceptance Period"). Such notice must detail and demonstrate the deficiency to CenturyLink's reasonable satisfaction. CenturyLink will remedy the deficiency and will notify Customer accordingly, at which time a new Acceptance Period will begin. CenturyLink will delay billing until Services are accepted. The acceptance and Customer Commit Date in the Orders Section of the Agreement will not apply to the Services.

4.3 Termination. Either party may terminate a SOW upon 30 days prior written notice for default and upon 60 days prior written notice for any reason other than default. Unless otherwise set forth in a SOW, if Customer terminates any Service prior to the applicable Service Commencement Date, Customer will pay a cancellation fee of one month of monthly recurring charges for the affected fees, any applicable NRCs, plus all out-of-pocket costs incurred by CenturyLink. If any Service is cancelled by Customer or if Service is cancelled by CenturyLink as the result of Customer's default before the conclusion of the applicable Service Term, then Customer will pay to CenturyLink a termination charge equal to (a) all unpaid amounts for Service actually provided; (b) any applicable NRCs; (c) 50% of the MRC for the remaining months of the affected Service if termination occurs during the first 24 months of the Service Term (d) 25% of MRC for the remaining months of the affected Service if the termination occurs after the first 24 months of the Service Term; and (e) if not recovered by the foregoing, any termination liability payable to third parties resulting from the termination and any out-of-pocket costs incurred by CenturyLink. The charges in this Section represent CenturyLink's reasonable liquidated damages and are not a penalty. CenturyLink may temporarily suspend any Service immediately in the event CenturyLink has a good faith belief that such suspension is reasonably necessary to mitigate damage or liability resulting from Customer's continued use of the Service. In the event of any expiration or termination of any Service, Customer's access to the applicable Service will end and transition assistance will not be provided to Customer. Customer will remain liable for charges accrued but unpaid as of the termination date.

5. Charges; Payment. This Section replaces the Commencement of Billing Section in the Agreement. Customer will pay all charges as set forth in a SOW or SOW Change Request and applicable Taxes and Fees in accordance with the Agreement. Subject to the Acceptance section above, the Service Commencement Date for the Services is the date CenturyLink begins performing the Services or as provided in a SOW. For this Service Schedule, "MRC" means monthly recurring charge, and "NRC" means non-recurring charge. If CenturyLink cannot begin performing the Service due to Customer delay or inaction, CenturyLink may begin charging Customer for the Service, and Customer will pay such charges. Customer will not be eligible for any discounts or promotional offers other than those specifically set forth in an executed SOW.

6. Additional Terms for Cisco Meraki Equipment. The following terms apply when the Customer Device or CenturyLink Device is Cisco Meraki ("Meraki") equipment.

(i) Customer Responsibilities. 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 with respect to personally identifiable information, Customer traffic, or other sensitive information collected, stored, processed, sent or received by Customer

**TAILORED EXPERIENCE: MANAGED NETWORK SERVICES
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or its end users and those relating to the encryption of data; and (b) providing notice to, and obtaining any necessary consents from end users that the Customer Traffic and their content or personal information may be transferred internationally and accessed, collected, processed and stored by CenturyLink or Cisco in accordance with this Service Schedule and the Meraki End Customer Agreement. Customer agrees to the non-negotiable, online Meraki End Customer Agreement terms and conditions at <https://meraki.cisco.com/support/#policies:eca> ("Meraki End Customer Agreement").

(ii) Additional Disclaimer of Warranty. Meraki makes warranties directly to Customer pursuant to the Meraki End Customer Agreement. CenturyLink does not make any representations, warranties, or any other commitments regarding Meraki or its products. In addition to any other disclaimers of warranty stated in the Agreement, CenturyLink makes no warranty, guarantee, or representation, express or implied, that all security threats and vulnerabilities will be detected, that content will be blocked or allowed in accordance with Customer's policies, or that the performance of the Services will render Customer's systems invulnerable to security breaches. Customer is responsible for Customer's own network security policy and security response procedures. If any equipment or software not provided by CenturyLink impairs Customer's use of any Service, Customer will nonetheless be liable for payment for all Services provided by CenturyLink. Furthermore, Customer understands and agrees that as a consequence of the operation of the service, CenturyLink 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 Meraki, or that use common network features, have appropriate-security controls. Customer agrees to notify CenturyLink 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.

7. Export Controls. If equipment, software, or technical data is provided under this Schedule, Customer's use of such items must comply fully with all applicable export and re-export controls under U.S. Export Administration Regulations and/or the relevant export control laws and regulations of any other applicable jurisdiction.

8. Acknowledgement: CenturyLink and its affiliates or subcontractors may use and transfer to the United States, or other countries, data or information (including business contact information such as names, phone numbers, addresses and/or email addresses) for the sole purpose of: (i) providing and managing the Services; (ii) fulfilling obligations related to the Services under this Schedule and the Agreement; and (iii) complying with applicable law governing the Services.

9. Insurance. For CenturyLink Devices, Customer will, provide and maintain, at Customer's own expense, at all times following delivery of the CPE, the following insurance: (a) "All-Risk" property insurance covering the CPE for the full replacement value, naming CenturyLink or a third party provider designated by CenturyLink as a loss payee; and (b) commercial general liability insurance with limits of not less than \$1,000,000 per occurrence and aggregate and naming CenturyLink as an additional insured, unless such insurance is required elsewhere in this Agreement at higher limits. Such insurance will be placed with insurers who have a minimum "Best's" rating of A- VII (A- 7). Upon request, Customer will deliver to CenturyLink insurance certificates evidencing such insurance.

10. Purchase of CenturyLink Devices. Customer will not obtain any ownership interests in the CenturyLink Devices used to provide the Service. Upon termination of the Service, Customer must return the CenturyLink Devices to CenturyLink (as instructed by CenturyLink) in the same condition as it was on the first day provided, normal wear and tear excepted. If Customer chooses to purchase the CenturyLink Device, Customer must notify CenturyLink of its intention to purchase at least 60 days prior to the completion of the Service Term. Upon the completion of the Service Term in which the Service is not renewed, Customer may purchase the CenturyLink Device from CenturyLink. Customer must purchase the CenturyLink Device on the last day of the Service Term on an "as-is" basis, with no representations or warranties of any kind, including no warranties of merchantability or fitness for a particular purpose or representation that any software license associated with the CenturyLink Device is transferrable to Customer. If Customer chooses to purchase the CenturyLink Device or if Customer fails to return the CenturyLink Devices in the time and manner provided by CenturyLink, Customer will pay to CenturyLink, the fair market value of the CPE as determined by CenturyLink. Title to and responsibility for the purchased CenturyLink Device will immediately transfer to Customer upon CenturyLink's receipt of payment. Customer will be responsible for purchasing or providing any separate maintenance and any software licenses for any purchased CenturyLink Device. Customer is also responsible for proper disposal of any purchase CenturyLink Device. Customer hereby releases CenturyLink from any and all liability relating in any way to the purchased CenturyLink Device.

11. Software. Unless stated otherwise in a SOW, all software used to provide or provided in association with the Service will be subject to a separate End User License Agreement between Customer and the licensor of such software. All rights and remedies related to the software are strictly between Customer and such licensor. In addition, CenturyLink may require Customer to purchase vendor supported upgrades at an additional cost where needed for CenturyLink's continue provision of Services; CenturyLink may charge Customer for support or additional tasks incurred from Customers' continued use of an unsupported configuration. Customer acknowledges and agrees that it is solely responsible for ensuring its software and systems are current and supportable. Customer's failure to do so may result in CenturyLink's inability to provide the Services and CenturyLink will have no liability in such events.

12. Limitations; Disclaimer of Warranties. CenturyLink will not be liable for any damages incurred by Customer or third parties resulting from Customer's non-compliance with any standards which apply to Customer. Except for Customer's obligations under the Charges; Payment section above and in the Agreement, each party's total aggregate liability arising from or related to the Services will be limited to the total charges paid or payable under the SOW that gave rise to the claim. Customer's sole remedy for any dissatisfaction in the performance of any of the Services is the Service Level Agreement ("SLA"), if applicable, or to terminate the relevant SOW. THE SERVICES, INCLUDING ANY OPEN SOURCE SOFTWARE, ARE PROVIDED "AS IS" WITHOUT ANY WARRANTIES OF ANY KIND, WHETHER STATUTORY, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, WARRANTIES OF TITLE,

**TAILORED EXPERIENCE: MANAGED NETWORK SERVICES
SERVICE SCHEDULE**

NONINFRINGEMENT, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ACCURACY, COMPLETENESS, COMPATIBILITY OF SOFTWARE OR EQUIPMENT, OR ANY RESULTS TO BE ACHIEVED THEREFROM. ANY OPEN SOURCE SOFTWARE IS PROVIDED ON AN "AS IS" BASIS. CENTURYLINK MAKES NO WARRANTIES OR REPRESENTATIONS THAT (A) ANY SERVICE WILL BE FREE FROM LOSS OR LIABILITY ARISING OUT OF (I) HACKING OR SIMILAR MALICIOUS ACTIVITY, OR (II) ANY ACT OR OMISSION OF THE CUSTOMER, (B) ALL ERRORS CAN BE CORRECTED, (C) ALL RISKS, POTENTIAL SECURITY AND COMPLIANCE GAPS WILL BE ACCURATELY IDENTIFIED; OR (D) THAT THE SERVICES SHALL BE UNINTERRUPTED, ERROR-FREE, ACCURATE, COMPLETE OR EFFECTIVE IN ACHIEVING CUSTOMER'S SECURITY AND COMPLIANCE RELATED OBJECTIVES.

13. Non-solicitation. During performance of the Services and for a period of one (1) year following termination of this Schedule, each party will not directly or indirectly Solicit an Assigned Resource either to accept employment or a consulting or contractor relationship directly with it or to terminate his or her employment, agency or other relationship with the other party, unless it first obtains the other party's prior written consent. "Solicit" means any intentional contacts with Assigned Resource, regardless of who (*i.e.*, the party to this Agreement or the Assigned Resource) initiates the contact, that relates to the acceptance or termination of employment. "Assigned Resource" means an employee, consultant or contractor of the other party assigned by CenturyLink to perform the Services or by Customer to directly manage the Services.

14. Acceptable Use Policy and Data Protection. Customer must comply with the CenturyLink Acceptable Use Policy ("AUP"), which is available at <http://www.centurylink.com/aboutus/legal/acceptable-use-policy.html>, for Services purchased under this Agreement and acknowledge the CenturyLink Privacy Policy, which is available at <http://www.centurylink.com/aboutus/legal/privacy-policy.html>. CenturyLink may reasonably modify these policies to ensure compliance with applicable laws and regulations and to protect CenturyLink's network and customers.

15. CPNI. CenturyLink is required by law to treat CPNI confidentially. Customer agrees that CenturyLink may share CPNI within its business operations (e.g., wireless, local, long distance, and broadband services divisions), and with businesses acting on CenturyLink's behalf, to determine if Customer could benefit from the wide variety of CenturyLink products and services, and in its marketing and sales activities. Customer may withdraw its authorization at any time by informing CenturyLink in writing. Customer's decision regarding CenturyLink's use of CPNI will not affect the quality of service CenturyLink 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.

16. Miscellaneous. Notwithstanding anything to the contrary in the Agreement, Customer is prohibited from reselling Services provided pursuant to this Schedule or any SOW without the express written consent of CenturyLink and, if applicable, CenturyLink's subcontractor. To the extent the Services involve the ongoing storage of or routine access to PHI (as defined under the Health Insurance Portability and Accountability Act of 1996, as amended, "HIPAA"), or CenturyLink is otherwise acting as a Business Associate (pursuant to HIPAA), CenturyLink will agree to the terms in its then-current Business Associate Agreement upon Customer's request.

CENTURYLINK IQ® WIRELESS BACKUP SERVICE OFFER ATTACHMENT

This CenturyLink QCC CenturyLink IQ® Wireless Backup Service (“WBS”) Offer Attachment (“Attachment”) is subject in all respects to the applicable Service Attachments, the Rental CPE Service Exhibit (if applicable), and the CenturyLink Master Service Agreement (“Agreement”) between Customer and CenturyLink. For new CenturyLink IQ Networking Internet Port Customers after April 1, 2019, the applicable Service Attachment is the CenturyLink Internet Services Service Schedule. For all other CenturyLink IQ Internet Port Customers, the applicable Service Attachment is the CenturyLink IQ Networking Service Exhibit. For new CenturyLink IQ Networking Private Port Customers after October 7, 2019, the applicable Service Attachment is the CenturyLink MPLS (IPVPN and VPLS) VPN Service Schedule. For all other CenturyLink IQ Networking Private Port Customers, the applicable Service Attachment is the CenturyLink IQ Networking Service Exhibit. Capitalized terms used but not defined in this Attachment are defined in the Agreement or Service Attachments.

1. Scope. WBS provides a temporary wireless backup solution through a wireless enabled device (“Wireless Device”) and a wireless connection if a CenturyLink IQ Networking Internet or Private Port (“Port”) is unable to transmit and receive data (“Port Interruption”). WBS is designed to automatically route Port traffic to the Wireless Device and wireless network during the Port Interruption. The Wireless Device can be CenturyLink Rental CPE or CenturyLink approved Customer provided equipment. CenturyLink provides WBS on a best efforts basis. CenturyLink does not make any commitment of levels of service, coverage, or class of service over the WBS service, and notwithstanding anything to the contrary in any Agreement with Customer, CenturyLink provides no indemnities or warranties on such WBS service.

2. Restrictions. WBS is subject to the availability, coverage, transmission, and service area limitations of the wireless provider’s wireless network. The same features and functions available with a Port may not be available during a Port Interruption.

3. Term; Cancellation. The term of an individual WBS instance begins on the date CenturyLink notifies Customer that a WBS instance is ready for use and will continue until canceled by either party with 60 days’ notice. A WBS instance must be terminated at the same time as the cancellation of the associated Port. CenturyLink may also modify rates or discontinue WBS upon expiration of the associated Port’s Service Term. If a WBS instance is canceled by Customer for any reason other than for Cause or by CenturyLink for Cause before the end of the first 12 months of its term, Customer must pay CenturyLink a “Cancellation Charge” of \$100 for each canceled WBS instance. If the parties mutually determine that, after testing, a WBS instance at an originally approved location cannot reach the wireless network, Customer may cancel that WBS instance without incurring a Cancellation Charge.

4. Data Plans. A “Data Plan” is a data allowance available for WBS usage for each monthly billing cycle. CenturyLink will bill Customer based on a pooled Data Plan unless Customer opts for a non-pooled Data Plan. Under a pooled Data Plan, the Data Plans within a Data Plan Group are combined into a larger pool of data and CenturyLink calculates the aggregate usage from each pool within the same Data Plan Group. WBS instances in Data Plan Group A cannot be pooled with WBS instances in Data Plan Group B. Each WBS instance’s usage is measured and billed individually in a non-pooled Data Plan. If Customer’s WBS usage exceeds the Data Plan during a monthly billing cycle, overage charges will apply. Overage charges are rounded up to the next MB or GB depending on the Data Plan Group and may not appear on Customer’s invoice until up to two billing cycles after the month in which the overage occurred. Overages in a pooled Data Plan are billed as one overage charge for the pool.

5. Pricing. Customer will pay the applicable MRCs and NRCs as set forth in a valid signed CenturyLink issued quote, Order Form, or in the table below. The WBS charges are in addition to Port charges. If Customer elects to change plans pursuant to section 7 below, all data plan pricing is provided below.

5.1 WBS Bundle Pooled Data Plan.

Data Plan Group	Data Plan per WBS instance	WBS Bundle MRC (A WBS Bundle includes the applicable Data Plan, one Rental CPE Wireless Device (Cradlepoint ARC CBA850 with up to 10 configuration changes per Wireless Device per year), and maintenance)	Overage
A	50 MB	\$44 per WBS instance	\$1.15 per MB over the Data Plan (rounded up to the next MB)
	150 MB	\$49 per WBS instance	
B	250 MB	\$65 per WBS instance	\$10 per GB over the Data Plan (rounded up to the next GB)
	1 GB	\$80 per WBS instance	
	5 GB	\$95 per WBS instance	
	10 GB	\$115 per WBS instance	

5.2 MRC Credits. CenturyLink will apply the following MRC credits if Customer opts out of the WBS Bundle option or the Pooled Data Plan. The credit is based on the above WBS Bundle MRC.

Description	MRC Credit
WBS Only (WBS Only includes the Data Plan only)	CenturyLink will apply a \$20 credit per applicable WBS instance
Non-Pooled Data Plan (can apply to either WBS Bundle or WBS Only) WBSNOPOOL	CenturyLink will apply a \$5 credit per applicable WBS instance

6. Terms and Conditions.

CENTURYLINK IQ® WIRELESS BACKUP SERVICE OFFER ATTACHMENT

6.1 No Wireless Carrier Relationship. CUSTOMER EXPRESSLY UNDERSTANDS AND AGREES THAT IT HAS NO CONTRACTUAL RELATIONSHIP WHATSOEVER WITH THE UNDERLYING WIRELESS SERVICE PROVIDER OR ITS AFFILIATES OR CONTRACTORS AND THAT CUSTOMER IS NOT A THIRD PARTY BENEFICIARY OF ANY AGREEMENT BETWEEN CENTURYLINK AND THE UNDERLYING CARRIER. IN ADDITION, CUSTOMER ACKNOWLEDGES AND AGREES THAT THE UNDERLYING CARRIER AND ITS AFFILIATES AND CONTRACTORS SHALL HAVE NO LEGAL, EQUITABLE, OR OTHER LIABILITY OF ANY KIND TO CUSTOMER AND CUSTOMER HEREBY WAIVES ANY AND ALL CLAIMS OR DEMANDS THEREFOR.

6.2 Use. CenturyLink may suspend or terminate existing WBS instances or deny activation to new WBS instances if Customer uses WBS or Wireless Devices: (a) in an illegal or unauthorized manner (including “spamming” or other abusive messaging); (b) in a manner prohibited by the applicable plan, option, feature or application; or (c) in a manner that has an adverse impact on the network used, operations or customers. Customer will not use WBS for remote medical monitoring.

7. Moves, Changes. Customer can move a WBS instance to another location or change Data Plans subject to conditions. The new location must qualify for WBS. If Customer increases the Data Plan or switches from a non-pooled Data Plan to a pooled Data Plan, the charges and data allowance for the new Data Plan will take effect during the current billing cycle. If Customer decreases the Data Plan or switches from a pooled Data Plan to a non-pooled Data Plan, the charges and data allowance for the new Data Plan will take effect the following billing cycle.

8. Wireless Devices.

8.1 Rental CPE. The CenturyLink provided Wireless Device identified above is provided as Rental CPE and is subject to the Rental CPE Service Exhibit. CenturyLink may use a repackaged Wireless Device or substitute the Wireless Device with another Wireless Device. The Cradlepoint Wireless Device includes 8x5 NBD maintenance using ProMET® Remote Standard with up to 10 Rental CPE configuration changes per year. Maintenance is provided as described in the applicable Detailed Description. If Customer requests password access for the Wireless Device and CenturyLink grants such access then (a) Customer shall waive any claim against CenturyLink or the manufacturer for maintenance, configuration support, repair, loss, or damage to the Wireless Device, if a problem is caused by such action, (b) CenturyLink may refuse providing any CPE configuration assistance or any such assistance provided will be at CenturyLink’s then current time and material rates.

8.2 Wireless Device Purchase. If Customer pays for the CenturyLink provided Wireless Device for 36 months or more, Customer may purchase that Wireless Device at its fair market value. If Customer intends to purchase a Wireless Device, Customer must notify CenturyLink of such intention at least 60 days in advance. Customer will purchase the Wireless Device on an “as-is” basis, with no representations or warranties of any kind, including no warranties of merchantability or fitness for a particular purpose or representation that any software license associated with the CenturyLink provided CPE is transferrable to Customer. Title and responsibility of the applicable Wireless Device will immediately transfer to Customer upon CenturyLink’s receipt of payment. Once Customer assumes title of the Wireless Device, CenturyLink will no longer provide maintenance support or any configuration changes. Customer is responsible for purchasing or providing any separate maintenance and any software licenses for all purchased Wireless Devices. Customer is also responsible for proper disposal of all purchased Wireless Devices and hereby releases CenturyLink from all and any liability relating in any way to a purchased Wireless Device.

8.3 Customer Provided Wireless Devices. A Customer provided Wireless Device must be private network certified and approved by CenturyLink before ordering WBS.

9. Optional Cradlepoint Wireless Antenna. Customer may also order an optional Cradlepoint Wireless Antenna (“Antenna”) to enhance the signal strength of the Cradlepoint Wireless Device. Customer may not order an Antenna if Customer is providing their own Wireless Device. Customer will pay an additional MRC for the Antenna as identified in the table below. The Antenna will be delivered to Customer’s location as identified, in writing, by Customer. Delivery will be made either by F.O.B. origin, freight paid by Customer, or personal delivery by CenturyLink. A CenturyLink technician will extend the Antenna cabling, shipped with the Antenna, to Customer’s Cradlepoint router, assuming that it is within the distance of the two provided cables (15’ each), is in the same equipment room, and does not require special tools or ladders to do so (“Basic Installation”). Basic Installation is included. If CenturyLink determines additional installation work is required, CenturyLink will quote the charges in advance, obtain Customer’s approval, and invoice the charges within 60 days (“Installation NRC”). Customer has no rights or interest to the Antenna other than as provided herein and will hold the Antenna subject and subordinate to the rights of CenturyLink. Customer will: (a) at its own expense, keep the Antenna free and clear of any claims, liens, and encumbrances of any kind; and (b) make no alterations or affix any additions or attachments to the Antenna, except as approved by CenturyLink in writing. Customer will not remove, alter or destroy any labels on the Antenna and will allow CenturyLink the inspection of the Antenna at any time. As between CenturyLink and Customer, Customer will bear the entire risk of loss, theft, casualty, destruction or damage to the Antenna following delivery from any cause whatsoever (collectively, “Loss”), until returned to CenturyLink. Customer agrees to advise CenturyLink in writing within five business days of any such Loss. In no event will such Loss relieve Customer of the obligation to pay CenturyLink any amounts due hereunder.

9.1 Antenna Term; Cancellation. The Antenna order requires a minimum service term of 12 months. The Antenna service term will begin on the date that the Antenna is installed and will continue until canceled by either party with 60 days’ notice. If Customer cancels the Antenna service prior to the expiration of the service term for reasons other than cause, Customer will pay to CenturyLink an early cancellation charge of 100% of the balance of MRCs that otherwise would have become due for the unexpired portion of the Antenna service term. At the end of the Antenna service term, Customer must return the Antenna to CenturyLink within 15 days of termination. CenturyLink will provide Customer with return instructions. Customer will deliver the Antenna to CenturyLink in the same condition it was on the Service Commencement Date, normal wear and tear excepted, and give CenturyLink written notice of such return. If the Antenna

CENTURYLINK IQ® WIRELESS BACKUP SERVICE OFFER ATTACHMENT

is not returned within 15 calendar days of termination, Customer will become owner of and bear all responsibility for the terminated or replaced Antenna and CenturyLink may invoice Customer the then-current value of the Antenna ("Replacement Cost"). If Customer cancels WBS, the Antenna service will also be deemed cancelled, and the Antenna cancellation provisions will apply appropriately.

9.2 Antenna Replacement. CenturyLink will not provide maintenance related to the Antenna. If the Antenna is replaced due to loss or damage (for example, damage from accident, misuse or abuse), Customer will pay the Replacement Cost for the Antenna, and (b) a one-time charge to cover CenturyLink's cost to ship the new Antenna. The terms and conditions in this Offer Attachment will continue to apply.

9.3 Insurance. Customer will, provide and maintain, at Customer's own expense, at all times following delivery of the Antenna, the following insurance: (a) "All-Risk" property insurance covering the Antenna for the full replacement value, naming CenturyLink or a third party provider designated by CenturyLink as a loss payee; and (b) commercial general liability insurance with limits of not less than \$1,000,000 per occurrence and aggregate and naming CenturyLink as an additional insured, unless such insurance is required elsewhere in this Agreement at higher limits. Such insurance will be placed with insurers who have a minimum "Best's" rating of A- VII (A- 7). Upon request, Customer will deliver to CenturyLink insurance certificates evidencing such insurance.

9.4 Optional Additional Cradlepoint Antenna MRC.

Description	MRC
Cradlepoint Antenna and Installation ¹	\$40 per instance

Basic Installation is included in the Antenna MRC. Any installation procedures other than basic installation will be subject to an additional one-time Installation NRC.

10. Thirty Day Trial. Customer may, upon five days prior written notice, cancel all WBS instances, including any additional Antennas, within 30 days after the installation of the first WBS instance without incurring WBS or Antenna Cancellation Charges. If Customer cancels WBS under this provision, Customer must pay any NRCs and the MRCs accrued up to the date of termination. If Customer does not provide such notice, WBS will remain in effect and will be subject to the Cancellation Charges specified in this Attachment.

11. Miscellaneous. All other terms not specifically set forth in this Attachment, including without limitation, any other rate elements, are as stated in the Agreement and Service Exhibits and will remain in effect.

12. Other Terms.

12.1 General. Any references to a Revenue Commitment or Contributory Charges will not apply to this Offer Attachment.

12.2. Cancellation and Termination Charges. This section replaces Section 4.6, the Cancellation and Termination Charges set forth in the Agreement:

Termination. Either party may terminate a specified Service: (a) as set forth above with 60 days' prior written notice to the other party, or (b) for Cause. Customer may cancel an Order (or portion thereof) for Service prior to the delivery of a Connection Notice upon written notice to CenturyLink identifying the affected Order and Service. If Customer does so, Customer will pay CenturyLink the termination charges set forth above, in addition to any and all charges that are accrued but unpaid as of the termination date. If the Agreement is terminated by Customer for any reason other than for Cause, or by CenturyLink for Cause prior to the conclusion of the Term, all Services are deemed terminated, and Customer will pay the termination charges set forth above, in addition to any and all charges that are accrued but unpaid as of the termination date.

12.3 Installation, Maintenance and Repair. The following are supplemental terms to the Scheduled Maintenance and Local Access section of the Agreement: (a) Provision of Services is subject to availability of adequate capacity and CenturyLink's acceptance of a complete Order Form and (b) Customer is responsible for any facility or equipment repairs on Customer's side of the demarcation point. Customer may request a technician dispatch for Service problems. Before dispatching a technician, CenturyLink will notify Customer of the dispatch fee. CenturyLink will assess a dispatch fee if it determines the problem is on Customer's side of the demarcation point or was not caused by CenturyLink's facilities or equipment on CenturyLink's side of the demarcation point. "Order Form" includes both order request forms and quotes issued by CenturyLink.

12.4 Service Notices. Notices for disconnection of Service must be submitted to CenturyLink via Email at: BusinessDisconnects@Centurylink.com. Notices for billing inquiries/disputes or requests for Service Level credits must be submitted to CenturyLink via Customer's portal at <https://www.centurylink.com/business/login/> or via Email at: Care.Inquiry@Centurylink.com. All other routine operational notices will be provided by Customer to its CenturyLink sales representative.

12.5 CPNI. CenturyLink is required by law to treat CPNI confidentially. Customer agrees that CenturyLink may share CPNI within its business operations (e.g., wireless, local, long distance, and broadband services divisions), and with businesses acting on CenturyLink's behalf, to determine if Customer could benefit from the wide variety of CenturyLink products and services, and in its marketing and sales activities. Customer may withdraw its authorization at any time by informing CenturyLink in writing. Customer's decision regarding CenturyLink's use of CPNI will not affect the quality of service CenturyLink 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.

**CENTURYLINK® ETHERNET LINE SERVICE, ETHERNET LOCAL AREA NETWORK SERVICE, ETHERNET ACCESS SERVICE,
ETHERNET PRIVATE LINE SERVICE, AND ETHERNET VIRTUAL PRIVATE LINE SERVICE (LEASE)
(Former LEVEL 3® Services)
SERVICE SCHEDULE**

1. General. This Service Schedule is applicable only where Customer orders CenturyLink Ethernet Line Service (E-Line), CenturyLink Ethernet LAN Service (E-LAN), CenturyLink Ethernet Access Service (E-Access), CenturyLink Ethernet Private Line (EPL), or CenturyLink Ethernet Virtual Private Line (EVPL) Service (the "Service(s)"). It incorporates the terms of the Master Service Agreement or other service agreement under which CenturyLink provides services to Customer (the "Agreement"). CenturyLink may subcontract any or all of the work to be performed under this Service Schedule. All capitalized terms that are used but not defined in this Service Schedule are defined in the Agreement or Order.

2. Definitions. The following terms are defined for the purposes of this Service Schedule:

Class of Service (CoS) – Option for increased prioritization per EVC/OVC on the CenturyLink network. Single-CoS is available as Basic, Enhanced, or Premium/Dedicated, where CenturyLink marks all Customer traffic on an EVC/OVC. Multi-CoS is available as Low, Medium, or High, where Customer dynamically marks Customer traffic for prioritization.

Customer Commit Date - The date by which CenturyLink will install Service. The Customer Commit Date is established following CenturyLink's acceptance of a Customer Order.

End-to-end or E2E, and includes the On-Net and Off-Net access components of Services taken together.

Ethernet Virtual Connection (EVC) - Logical Ethernet service between two or more UNIs that limits the exchange of Service Frames to UNIs in the EVC.

EVC/OVC Type - a more specific configuration description of the Ethernet Service. E-Line and E-Access are available as Ethernet Virtual Private Line (EVPL) or Ethernet Private Line (EPL); E-LAN is available as Ethernet Virtual Private LAN (EVP-LAN) or Ethernet Private LAN (EP-LAN).

External Network-to-Network Interface (ENNI) - A resilient access point directly into the CenturyLink National Ethernet core from which next generation Ethernet products may be ordered and terminated. The ENNI is an aggregated Ethernet port where many segregated service instances are collected together for switching between two Ethernet networks and may be ordered with a single or dual handoff.

On-Net - Service provided on the network owned (or operated and controlled) by CenturyLink between two locations that are served directly by CenturyLink owned (or operated and controlled) fiber and CenturyLink owned equipment. Services that are not On-Net are "Off-Net".

Operator Virtual Connection (OVC) – Logical Ethernet service between Wholesale UNIs and ENNIs, where at least one end is an ENNI, which limits the exchange of Service Frames to UNIs/ENNIs in the OVC. Available only with E-Access.

Protected - Any Service that is configured generally to include a protection scheme that allows traffic to be re-routed in the event of a fiber cut or equipment failure. Services which are not Protected are "Unprotected."

Unavailable/Unavailability - Ethernet port (or the Service directly associated with such port) downtime.

User Network Interface (UNI) / Wholesale User Network Interface (W-UNI) - The physical interconnect at the Customer Metro Edge which may be ordered as a transparent or multiplexed interface.

Virtual LAN (VLAN) - A logical separation of network elements.

3. Service Description.

3.1 Ethernet Line Service (E-Line). E-Line is a point-to-point Ethernet service that can traverse between any two UNIs. E-Line can be configured as a virtual private service called E-Line EVPL or a private service called E-Line EPL. In a VLAN aware configuration E-Line EVPL can be used as a hub and spoke architecture. It can be ordered in various bandwidth increments and specific E-Line EVC Types. The E-Line product is Metro Ethernet Forum (MEF) Carrier Ethernet (CE) 2.0 certified for both E-Line EVPL and E-Line EPL. E-Line is available with Single-CoS.

3.2 Ethernet LAN Service (E-LAN). E-LAN is a fully meshed multipoint-to-multipoint circuit between two to 50 UNIs connected by an E-LAN EVC. E-LAN can be configured as a virtual private service called EVP-LAN or a private service called EP-LAN. E-LAN EVC endpoints participate within the E-LAN Service and can be ordered in various bandwidth increments and specific E-LAN EVC Types. The E-LAN product is MEF Carrier Ethernet (CE) 2.0 certified for both EVP-LAN and EP-LAN. E-LAN is available with Single or Multi-CoS.

3.3 Ethernet Access Service (E-Access). E-Access is a point-to-point or point-to-multipoint carrier Ethernet service connecting ENNIs and W-UNIs with OVCs. E-Access can be configured as a virtual private service called E-Access EVPL or a private service called E-Access EPL. E-Access can be ordered in various bandwidth increments and specific E-Access OVC Types. The E-Access product is MEF Carrier Ethernet (CE) 2.0 certified for both E-Access EVPL and E-Access EPL. E-Access is available with Single-CoS.

3.4 Ethernet Private Line (EPL). Port-based point-to-point circuits that deliver a high degree of transparency for service frames between standard 10/100/1000 Mbps interfaces. Metro EPL Service is provided in the same metropolitan market. Intercity EPL Service is between two markets. EPL is offered in a Protected or Unprotected configuration.

3.5 Ethernet Virtual Private Line (EVPL). Point-to-point circuits that deliver a lower degree of transparency for service frames but can be ordered as a VLAN aware or as a bundled configuration. EVPL is made up of at least two UNIs and at least one EVC. In the VLAN

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SERVICE SCHEDULE**

aware configuration EVPL can be used as a hub and spoke architecture. EVPL is always delivered in a Protected configuration. Each UNI and EVC is priced separately. EVPL is available with Single-CoS.

3.6 Add-On Services and Features. As an optional Service feature available on EVPL, Customer may (at additional cost) subscribe to Performance Assurance that provides Customer with enhanced latency, data delivery, and jitter service levels, and additional reporting and monitoring capabilities. Performance Assurance is described in the separate Addendum for CenturyLink Performance Assurance Services.

4. Services from Others. Where Service is terminated Off-Net, Customer will provide CenturyLink with circuit facility assignment, firm order commitment and the design layout records necessary for CenturyLink to make cross-connections to the Off-Net carrier. CenturyLink's charges assume that Off-Net service: (a) will be available from CenturyLink's selected provider and (b) will be terminated at the minimum point of entry (MPOE) pre-determined by the Off-Net provider. If these assumptions are incorrect, additional charges may apply to either the Off-Net component or, in the case of MPOE extensions, for inside wiring provided by CenturyLink. Customer will provide required inside wiring if the Off-Net provider does not or cannot perform required inside wiring.

5. Service Levels.

5.1 Installation Service Level and Service Level Credit. CenturyLink will exercise commercially reasonable efforts to install any of the Services on or before the Customer Commit Date specified for the particular Service. If an On-Net Service is not installed by the Customer Commit Date for reasons other than an Excused Outage, Customer will be entitled to a one-time service credit off of one month's monthly recurring charges ("MRC") (after application of discounts and other special pricing arrangements, if any) for the affected Service as set forth in the following table, calculated as of the time of installation. This Installation Service Level will not apply to delays resulting from (a) incorrect information, equipment, cables or software components specified or supplied by Customer, (b) Customer-requested changes to Customer Orders after submission and acceptance by CenturyLink, and (c) Customer not being ready to receive Service.

Installation Delay Beyond Customer Commit Date	Service Level Credit (% of MRC)
1 – 7 business days	5%
8 - 14 business days	15%
15 - 30 business days	25%
Greater than 30 business days	50%

5.2 Availability Service Level and Service Level Credit. If Service becomes Unavailable for reasons other than an Excused Outage, Customer will be entitled to a service credit off of the MRC for the affected Service based on the cumulative Unavailability of the Service in a given calendar month as set forth below:

For Protected EPL, EVPL, E-Line, E-Access and E-LAN Service within North America (On-Net and Off-Net) and Europe (On-Net only) the Availability Service Level is 99.999%:		For On-Net Protected EPL, EVPL, E-Line, E-Access and E-LAN Service within Latin America and Asia-Pacific, and Service that includes subsea cable the Availability Service Level is 99.99%:	
Cumulative E2E Unavailability (in hrs:mins:secs)	Service Level Credit (% of MRC)	Cumulative E2E Unavailability (in hrs:mins:secs)	Service Level Credit (% of MRC)
00:00:01 - 00:00:26 (99.999%)	No Credit	00:00:01 - 00:04:23 (99.99%)	No Credit
00:00:27 - 00:30:00	10%	00:04:24 - 04:00:00	10%
00:30:01-- 04:00:00	30%	04:00:01 - 12:00:00	30%
04:00.01+	50%	12:00:01 +	50%

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For On-Net Unprotected EPL Service within North America, Europe, Latin America and Service that includes subsea cable the Availability Service Level is 99.1%:		For Off-Net Protected EPL, EVPL, E-Line, E-Access and E-LAN Service within Europe, Latin America and Asia-Pacific, and Service that includes subsea cable the Availability Service Level is 99.9%	
Cumulative Unavailability (in hrs:mins:secs)	Service Level Credit (% of MRC)	Cumulative Unavailability (in hrs:mins:secs)	Service Level Credit (% of MRC)
00:00:01 – 06:00:00 (99.1%)	No Credit	00:00:01 – 00:43:00 (99.9%)	No Credit
06:00:01 – 10:00:00	10%	00:43:01 – 04:00:00	10%
10:00:01 – 18:00:00	30%	04:00:01 – 12:00:00	30%
18:00:01 +	50%	12:00:01 or greater	50%

For any Unprotected Service that is outside North America that contains an Off-Net component, CenturyLink will pass-through to Customer any service levels and associated credits (or other express remedies) provided to CenturyLink by the applicable third-party carrier. The Availability Service Level will not apply to Service interruptions attributable to (a) long-haul international access circuits between a CenturyLink point of presence in one country and a Customer premises in a different country, and/or (b) long-haul connectivity for STM1 and above between CenturyLink’s cable landing station in Costa Rica and either CenturyLink’s POP in San Jose, Costa Rica or Customer’s premises in Costa Rica. In the event a Service interruption attributable to a single event results in Unavailability of Service that implicates more than one credit table under this Section 5.2, only one table will be used for purposes of calculating service credits owed for all impacted Services, which will be the table resulting in the greatest service credit.

5.3 Packet Delivery, Two-Way Latency, and Jitter Service Levels and Service Level Credits.

(a) Measurement Parameters. CenturyLink’s Service Levels are based on two separate measurements. The first measurement is the average network performance between all POPs on the networks that support the Services. The second measurement is the average network performance between the specific POPs used to provide Customer’s Service. Customer will be entitled to a service credit (as set forth in Table E below) off the MRC, when one or both Service Levels as applicable are not met. CenturyLink’s Measurement Parameters are set forth below.

(i) Packet Delivery. CenturyLink measures Packet Delivery as an average each month between any two CenturyLink POPs on the networks used to provide Service(s) (“Average Network POP to POP Packet Delivery”) and, for E-Line, E-LAN, and E-Access, CenturyLink also measures service specific Packet Delivery as an average each month between the specific CenturyLink POPs associated with Customer’s Services (“Service Specific POP to POP Packet Delivery”) Any service credit for CenturyLink’s failure to meet the Packet Delivery metrics specified in the tables below in any calendar month, will be equal to 10% of the MRC for the applicable non-performing Service.

(ii) Two-Way Latency. CenturyLink measures Latency, with respect to average round-trip transmission each month, between any two CenturyLink POPs on the networks used to provide Services (“Average Network POP to POP Latency”) and, for E-Line, E-LAN, and E-Access, CenturyLink also measures service specific Latency end-to-end as an average each month between the specific CenturyLink POPs associated with Customer’s Service (“Service Specific POP to POP Two-Way Latency”) and between Customer’s CPE located at the Customer premise and the nearest CenturyLink POP on the network for the Service (“POP to CPE Latency”). Any service credit for CenturyLink’s failure to meet the latency metrics specified in the tables below in any calendar month will be equal to 10% of the MRC for the applicable non-performing Service.

(iii) Jitter. Jitter is the average variation in delay for packet transfers during each month between any two CenturyLink POPs on the networks used to provide the Services (“Average Network POP to POP Jitter”) and, for E-Line, E-LAN, and E-Access service specific average variation delay each month between the specific CenturyLink POPs associated with Customer’s Service (“Service Specific POP to POP Jitter”) Any service credit for CenturyLink’s failure to meet the Jitter metrics specified in the tables below in any calendar month will be equal to 10% of the MRC for the applicable non-performing Service.

(b) Average Network POP to POP Service Level. The Average Network POP to POP Service Levels are set forth below in Table A and based on monthly average performance between nodes on CenturyLink’s applicable Ethernet networks. Customer will be entitled to a service credit (as set forth in Table E below) off the MRC for the affected Service locations for the Measurement Parameter(s) not met for reasons other than an Excused Outage. Customer will not be entitled to credits under the Packet Delivery, Two-Way Latency, or Jitter Parameters for the affected Service where such failure is related to Unavailability under Section 5.2 above.

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Table A: Average Network POP to POP Service Levels*

Service Level Boundary	Measurement Parameter	Class of Service		
		Dedicated/ Premium/ High (e.g. Voice/Video)	Enhanced/Medium (e.g. Critical/Preferred Data)	Basic/ Low (e.g. Default/Bulk Data)
Intra North America (NA)	Packet Delivery	99.99%	99.95%	99.90%
	Two-Way Latency	45 ms	45 ms	45 ms
	Jitter (one-way)	3 ms	N/A	N/A
Intra EMEA and EMEA-NA	Packet Delivery	99.99%	99.95%	99.90%
	Two-Way Latency	City Pair	City Pair	City Pair
	Jitter (one-way)	<10 ms	N/A	N/A
Rest of World	Packet Delivery	99.90%	99.80%	99.50%
	Two-Way Latency	City Pair	City Pair	City Pair
	Jitter (one-way)	Regional	N/A	N/A

*The Average Network PoP to PoP service levels are based on monthly average performance between nodes on CenturyLink's network.

Appendix 1 to this Service Schedule sets forth the "City Pair" Average Round Trip Latency. Appendix 1 is available upon request. For city pairs that are not listed in Appendix 1, the following regional metrics apply per Table B. For the Rest of World Jitter measurement parameter listed as Regional, the following regional metrics apply per Table B.

Table B: Regional Two Way Latency and Jitter

Description	Average Two Way Latency (milliseconds)	Average Jitter Roundtrip (milliseconds)
Trans-Atlantic (London/Amsterdam – New York)	≤ 95 ms	≤ 6 ms
Intra–United Kingdom	≤ 25 ms	≤ 6 ms
European network	≤ 45 ms	≤ 6 ms
North American Network *	≤ 65 ms	≤ 6 ms
Pacific (Tokyo – Sacramento, CA)	≤ 150 ms	≤ 6 ms
Sydney – US West (Sacramento, CA)	≤ 270 ms	≤ 6 ms
Sydney – Asia (Tokyo)	≤ 200 ms	≤ 6 ms
Intra–Asia **	≤ 140 ms	≤ 6 ms
South America (Buenos Aires, Sao Paolo, Panama City, Santiago, and Miami)	≤ 170 ms	≤ 6 ms
New York – South Africa	≤ 295 ms	≤ 40 ms
London – South Africa	≤ 230 ms	≤ 40 ms

* Add 90ms from/to the Mexico PoP

** 'Intra-Asia' is defined as: Bangkok, Beijing, Hanoi, Hong Kong, Kuala Lumpur, Manila, Jakarta, Shanghai, Taipei, Tokyo, Seoul and Singapore; excluding Australia

(c) Service Specific POP to POP Service Levels and Limitations.

(i) Service Specific Service Levels. When Customer orders E-Line, E-LAN, and E-Access, Customer is entitled to Service Specific POP to POP Service Levels set forth below in Tables C and D, in addition to the Average Network POP to POP Service Levels described above in Section 5.3(b). Customer will be entitled to a service credit (as set forth in Table E below) off the MRC for the affected Service locations for the Measurement Parameter(s) not met for reasons other than an Excused Outage. Customer will not be entitled to credits under the Packet Delivery, Latency, or Jitter Parameters for the affected Service where such failure is related to Unavailability under Section 5.2 above.

Table C: Service Specific POP to POP Service Levels*

Service Level Boundary	Measurement Parameter	Class of Service		
		Dedicated	Enhanced	Basic
Intra US	Packet Delivery	99.9%	99.5%	N/A
	Two-Way Latency	City Pair	City Pair + 3 ms	City Pair + 5 ms
	Jitter (Round Trip)	3 ms	N/A	N/A
Intra EU and EU - US	Packet Delivery	99.9%	99.5%	N/A
	Two-Way Latency	City Pair	City Pair + 3 ms	City Pair + 5 ms
	Jitter (Round Trip)	<10 ms	N/A	N/A
Rest of World	Packet Delivery	99.9%	99.0%	N/A
	Two-Way Latency	City Pair	City Pair + 3 ms	City Pair + 5 ms

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	Jitter (Round Trip)	Regional	N/A	N/A
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*The Service Specific POP to PoP service levels are based on monthly average service specific performance between the specific CenturyLink POPs associated with Customer's Services.

Table D: POP to CPE Latency Table

0-10 miles	+3ms	401-600 miles	+40ms
11-50 miles	+6ms	601-800 miles	+50ms
51-100 miles	+10ms	801-1000 miles	+60ms
101-200 miles	+15ms	1001-1200 miles	+80ms
201-400 miles	+30ms	1201+ miles	ICB

Table D above provides latency increments to add to the Service Specific POP to POP City Pair Latency values given above in Table C for customer sites located within the mileage bands indicated in Table D. For circuits <15 Mbps, 12 ms will be added to the values in Table D when the underlying tail circuit transport is bonded NxT1.

(ii) **Limitations of Service Specific Service Levels.** For circuits with bandwidths of 15 Mbps or lower and the underlying tail circuit transport is bonded NxT1, the measurement of such Packet Delivery, Two-Way Latency and Jitter excludes any time period that Customer's total bandwidth utilization or bandwidth utilization by CoS exceeds 50% of the applicable contracted bandwidth. For circuits with bandwidths over 15 Mbps, the measurement of such Packet Delivery, Two-Way Latency and Jitter excludes any time period that Customer's total bandwidth utilization exceeds 70% of the applicable contracted bandwidth. The Service Specific Service Level will not apply to any site for any calendar month if CenturyLink's measurement of Packet Delivery, Two-Way Latency or Jitter does not include at least 25% of the duration of any calendar month. Credits provided for the applicable metric are not cumulative and, in any calendar month, Customer will only be entitled to one credit per metric per E-Line, E-LAN, and E-Access site. All measurements are based on the average of the metrics for that calendar month.

(d) **Service Credits.** Table E sets out the service credits available to Customer in connection with the Packet Delivery, Two-Way Latency and Jitter Service Levels. The credits are calculated after deduction of all discounts and other special pricing arrangements, and are not applied to governmental fees, taxes, surcharges and similar additional charges. In no event will the credits in any calendar month exceed 100% of the total MRCs (excluding local access) of the affected Service. All approved credits for a given month will be totaled and applied to Customer's next following invoice for the Service or as promptly thereafter as is practical in the event of a dispute. Credits must be requested within 30 calendar days of the end of the month in which entitlement to credit arose.

Table E. Service Level Credits – Data Delivery, Latency and Jitter

Monthly Service Parameter	Service Level Credit
Packet Delivery	10%
Two-Way Latency	10%
Jitter	10%

6. Chronic Outage. As its sole remedy, Customer may elect to terminate an affected EVPL Service or a Protected or Unprotected EPL, E-Line, E-Access or E-LAN Service (excluding any EPL Service provided in Latin America) prior to the end of the Service Term without termination liability if, for reasons other than an Excused Outage: (a) a Protected Service is Unavailable for more than one consecutive hour in each of three consecutive calendar months, or for more than 24 hours in the aggregate in any calendar month; or (b) an Unprotected Service is Unavailable for more than 12 consecutive hours in each of three consecutive calendar months, or for more than 42 hours in the aggregate in any calendar month. The termination right must be exercised within 30 days of the event giving rise to it.

7. International Services. 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 CenturyLink affiliate that provides the local Service(s). Such CenturyLink affiliate will invoice Customer or its local affiliate for the respective local Service(s).

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- 1. General.** CenturyLink will provide Cisco Hosted Collaboration Solution delivered by CenturyLink ("Service") under the terms of the Agreement and this Service Exhibit.
- 2. Service.** The Service includes: (a) a Hosted Collaboration Solution ("HCS"), (b) Rental CPE, (c) CenturyLink monitoring and network management, and (d) other optional features. Customer must separately purchase, and pay for, Public Switched Telephone Network Connectivity ("PSTN Connectivity"), and CenturyLink provided or approved third-party network connectivity, for use with the Service ("Network Connectivity"). Customer must execute the attached Letter of Agency (Attachment 2) to authorize CenturyLink to act as Customer's agent solely for the purposes set forth in the Letter of Agency.
 - 2.1 HCS.** The HCS component of the Service includes an Internet protocol ("IP") application that provides real time, two-way voice capability in IP over a broadband connection. Customer purchases the HCS component on a per seat basis. Each Customer location has a minimum seat requirement depending on original seat counts. Seats include the specific features identified below based on seat type. Except as otherwise indicated in this Service Exhibit, an MRC Customer may rent IP-enabled station sets, expansion modules or handsets approved by CenturyLink for use with the Service ("IP Device"). HCS includes an administrator function that enables the Customer administrator, within the scope of the Service, to set up end users and implement calling restrictions. HCS includes an end user portal. Additional information regarding features supported by HCS is available from CenturyLink upon request. Use of HCS is subject to the end user license agreement ("EULA") at <http://www.cisco.com/go/eula>.
 - (a) Essential Seat.** An Essential Seat is designed for a lobby, break room, cafeteria or shop area that is not assigned to a specific end user. Essential Seats include the ability to make On-Net Calls and Off-Net Calls, call waiting, and call forwarding, as well as other features, dependent on IP Device model or Soft Phone software. Essential Seats do not include voice mail.
 - (b) Basic Seat.** A Basic Seat is designed to address a company's basic calling practices (basic business, support) that do not require an advanced feature package. Basic Seats include the features listed for Essentials seats above plus a basic feature package. Voicemail is an optional add on feature.
 - (c) Foundation Seat.** A Foundation Seat is designed to address a company's standard calling practices (general business, support and clerical personnel) that do not require an advanced feature package. Foundation Seats include the features listed for Basic Seats above plus a standard feature package. Voicemail is available as an optional add on feature.
 - (d) Standard Seat.** A Standard Seat is designed to fit the needs of the majority of a company's professional employees. Standard seats provide end users with advanced IP phone features as well as premium phone capability and soft client access. Standard Seats include the features listed for Basic and Foundation Seats above plus an advanced feature package.
 - (e) HCS Seat.** A HCS Seat is designed to be used in conjunction with a separately purchased Cisco SaaS Subscription Collaboration Flex Hosted Calling license typically associated with a Cisco defined Knowledge Worker. Customer will receive the HCS features, supported by CenturyLink, included in the Cisco SaaS Subscription
 - (f) HCS Common Area Seat.** A HCS Common Area Seat is designed to be used in conjunction with a separately purchased Cisco SaaS Subscription Collaboration Flex Common Area, Essential, or any other user license not associated with a Cisco defined Knowledge Worker. Customer will receive the HCS features, supported by CenturyLink, included in the Cisco SaaS Subscription
 - 2.2 Cisco SaaS Subscription.** Customer may separately purchase Cisco SaaS Subscription licenses, commonly referred to as Collaboration Flex, for use with the Service. Customer will receive the HCS features, supported by CenturyLink, included in the Cisco SaaS Subscription. Customer will pay for an HCS Seat, HCS Common Area Seat, and/or an additional Service feature, set forth in the pricing attachment, separate from the Cisco SaaS Subscription.
 - 2.3 PSTN Connectivity.** Customer must separately purchase PSTN Connectivity for use with the Service. The charges for PSTN Connectivity are not included in the Service charges. PSTN Connectivity must be provided in the form of SIP Trunks or Primary Rate Interface ("PRI"). PSTN Connectivity can be purchased from CenturyLink or a third-party service provider ("PSTN Service Provider").
 - 2.4 Network Connectivity.** Customer must separately purchase Network Connectivity to use with the Service. The charges for Network Connectivity are not included in the Service charges. Network Connectivity can be purchased from CenturyLink or a third-party service provider. If Customer selects an access type that does not provide guaranteed end-to-end Quality of Service ("QoS"), Customer may experience call quality issues. Customer acknowledges that the only way to resolve quality issues related to connectivity that does not provide end-to-end QoS may be to move to another connectivity type that provides end-to-end QoS. Customer shall have no remedy under the Cisco HCS Solution Delivered by CenturyLink Service Level Agreement ("SLA") for Service deficiencies caused by insufficient connectivity.
 - 2.5 Network Management.** The seat MRC includes 24x7x365 network management, remote performance monitoring, reporting, and ticketing via an online portal for the IP Devices included with each seat and supported by CenturyLink, total customer agency, and change management (up to 24 configuration changes per year) of complex routing functions within routers, switches, and firewall modules, and Internet security protocol ("IPSec"). Additional charges apply to network management of other CPE Customer requests to be managed by CenturyLink. Customer may make change management requests via Control Center at <https://www.controlcenter.centurylink.com> or call HCS customer support. CenturyLink will provide Customer with a nonexclusive service engineer team, which will maintain a Customer profile for the portion of the Customer's network where the devices covered by network management reside. IPSec is only available on

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approved devices. IPsec opportunities greater than 25 devices or with other manufacturer's devices require CenturyLink pre-order approval. Network management does not include new CPE initial configuration, lab testing, lab modeling, or on-site work of CPE. Service does not include the provisioning of, or the management of, any service or component that is not a pre-selected part of the Service. CenturyLink will not provide management of a handset if the handset is moved to a location other than the Customer location where initially installed by CenturyLink.

2.6 Approved CPE. "Approved CPE" or "CPE" means pre-selected rental hardware/software/licenses listed on CenturyLink Approved Vendor CPE list. This may include Customer premises switches and routers, and IP Devices (e.g. handsets) designated by CenturyLink and specifically configured for HCS. The seat charges include installation and maintenance of IP Devices included within a seat. Additional charges apply to installation and maintenance of other CPE Customer requests

2.6.1 Delivery and Return. Approved CPE rented by Customer from CenturyLink will be delivered to Customer's location as identified, in writing, by Customer. Delivery will be made either by F.O.B. origin, freight paid by Customer, or personal delivery by CenturyLink. CPE will be installed as designated in this Service Exhibit, or as otherwise agreed upon by the parties. Upon termination of Service, or when Customer replaces CPE with upgraded models, Customer must return terminated or replaced CPE at its own expense within 15 calendar days of termination or replacement. CenturyLink will provide Customer with return instructions. Customer will deliver CPE to CenturyLink in the same condition it was on the installation date, normal wear and tear excepted, and give CenturyLink written notice of such return. If CPE is not returned within 15 calendar days of termination, Customer will become owner of and bear all responsibility for the terminated or replaced CPE and CenturyLink may invoice Customer the then-current value of the applicable CPE model ("Replacement Cost").

2.6.2 Ownership and Use. Except as provided in the "Delivery and Return" section above, CPE is the personal property of CenturyLink, its designee or a third party provider, notwithstanding that the 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 CPE other than as provided herein in this Service Exhibit and will hold the CPE subject and subordinate to the rights of CenturyLink. Customer will: (a) at its own expense, keep the CPE free and clear of any claims, liens, and encumbrances of any kind; and (b) make no alterations or affix any additions or attachments to the CPE, except as approved by CenturyLink in writing. Customer will not remove, alter or destroy any labels on the CPE and will allow CenturyLink the inspection of the CPE at any time. As between CenturyLink and Customer, Customer will bear the entire risk of loss, theft, casualty, destruction or damage to the CPE following delivery from any cause whatsoever (collectively, "Loss"), until returned to CenturyLink. Customer agrees to advise CenturyLink in writing within five business days of any such Loss. In no event will such Loss relieve Customer of the obligation to pay CenturyLink any amounts due hereunder.

2.6.3 Software. Software licensor has retained title to the software. To the extent possible, CenturyLink grants Customer a software license or sublicense in the software according to the licensing agreement accompanying such software, which extends only to Customer's own internal business use of such software and only on or with the designated CPE. Software must be held in confidence and may not be reproduced unless specifically authorized by the software licensor. Customer is prohibited from reverse engineering, decompiling or disassembling the CPE or otherwise attempting to derive the source code of the software. All CPE is subject to the terms and conditions set forth in the manufacturer's or publisher's warranty or end-user license.

2.6.4 Insurance. Customer will, provide and maintain, at Customer's own expense, at all times following delivery of the CPE, the following insurance: (a) "All-Risk" property insurance covering the CPE for the full replacement value, naming CenturyLink or a third party provider designated by CenturyLink as a loss payee; and (b) commercial general liability insurance with limits of not less than \$1,000,000 per occurrence and aggregate and naming CenturyLink as an additional insured, unless such insurance is required elsewhere in this Agreement at higher limits. Such insurance will be placed with insurers who have a minimum "Best's" rating of A- VII (A- 7). Upon request, Customer will deliver to CenturyLink insurance certificates evidencing such insurance.

2.6.5 Installation, Maintenance and Safety Compliance. The HCS seat charges include installation and maintenance of the IP Devices included with an HCS seat. Additional charges apply to installation and maintenance of other CPE Customer requests to be installed and maintained by CenturyLink. Installation, maintenance or other labor provided to Customer pursuant to this Service Exhibit is subject to, and controlled by, Detailed Descriptions, which are posted at <http://www.centurylink.com/legal> and are incorporated by reference and made a part of this Service Exhibit. Unless otherwise stated in the Service Exhibit, Approved CPE maintenance is provided under the ProMET® On-Site Premium Service, which is posted at <http://www.centurylink.com/legal> and is incorporated by reference and made a part of this Service Exhibit. CenturyLink may change the Detailed Descriptions at any time and such change will be effective upon posting to the Web site.

2.6.6 CPE Replacement Charge. If Approved CPE is replaced due to loss or damage not covered by maintenance under the applicable Detailed Description, Customer will pay: (a) the Replacement Cost for the damaged CPE and (b) a one-time charge to cover CenturyLink's cost to ship the new CPE. If Customer requires on-site assistance from CenturyLink to install the replacement CPE, an additional dispatch charge will apply. CenturyLink 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. The terms and conditions in this Service Exhibit will continue to apply. Replacement CPE may or may not be the same model.

2.6.7 Customer-Owned CPE. Instead of renting Approved CPE from CenturyLink, Customer may, at its option, utilize Customer owned CPE with Service. Customer-owned CPE includes CPE purchased from CenturyLink or another CPE vendor. All Customer-owned CPE used with Service must: (a) be on CenturyLink's Approved CPE list; (b) be covered by a CenturyLink CPE maintenance plan during the entire Service Term; (c) include an operating system that complies with CenturyLink's minimum requirements; and (d) be re-imaged or programmed by CenturyLink to work with Service. Notwithstanding subpart (d), CenturyLink will not re-image, program or adjust settings

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on Customer-owned LAN switches unless Customer purchases separate network management service from CenturyLink. A copy of CenturyLink's current Approved CPE list and list of current minimum operating system requirements are available upon request. Unless Customer purchases CPE maintenance from CenturyLink, CenturyLink will not maintain the Customer-owned CPE. CenturyLink will also not install or maintain operating system software on Customer-owned CPE. Except where Customer has purchased CPE maintenance from CenturyLink on a Customer-owned CPE device, Customer will not be entitled to SLA remedies if Service fails to meet a CenturyLink SLA due to a failure or malfunction of that device.

3. Service Conditions. The following conditions apply to the Service:

3.1 Site Conditions. The Customer data network/equipment and premises environment ("Customer Environment") must meet certain performance specifications designated by CenturyLink. Customer must ensure that its Customer Environment is fully prepared for the convergence of voice and data services, and will continue to meet specifications designated by CenturyLink during the use of the Service. Customer is responsible for fully understanding how changes in its data network such as new data network applications, increased usage, movement of Customer personnel, and equipment failures, will affect voice quality and reliability of the Service. CenturyLink has no liability for Service deficiencies or interruptions caused by Customer, its employees, contractors or agents, or end users reconfiguring or misconfiguring any PSTN Connectivity, Network Connectivity or Approved CPE, or failures or malfunctions in the Customer Environment. If CenturyLink determines in the technical interview that the Customer Environment does not meet the specifications needed to use the Service, Customer may terminate the Service without liability for any Cancellation Charge.

3.2 Access; Installation. Customer must provide CenturyLink or its representative access to the Customer premises to the extent reasonably determined by CenturyLink for the installation, repair, replacement, inspection and scheduled or emergency maintenance of the Service. If additional site visits are required, time and material charges may apply at CenturyLink's then current rates. 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 must provide all information and perform all actions reasonably requested by CenturyLink to facilitate installation of the Service. If Customer restricts CenturyLink's ability to access devices or applications, CenturyLink may not be able to perform support. Customer may be responsible for supporting CenturyLink in access, troubleshooting, and configuration requests made in accordance with normal troubleshooting and repair support activities. It is not mandatory that Customer have a POTS line but Customer must understand that CenturyLink will not be able to troubleshoot issues if the device covered by the Service cannot be reached. Customer's primary technical interface person must be available during any remote installation process.

3.3 Area of Use. Service is intended to be used only at one of the Customer locations given by the Customer as the primary place of use for a particular TN or 8xx TN ("PPU"). The PPU must be in the U.S. (not including U.S. territories), unless approved by CenturyLink. Additionally, Customer may not use IP enabled stationary devices that are assigned to, designated for, or configured for use at one PPU location in any other location, unless Customer has requested a temporary change of its 911 location from the PSTN Service Provider, and has received approval and confirmation from the PSTN Service Provider. If Customer or an end user tries to use the Service: (i) at a location other than a CenturyLink and PSTN Service Provider approved 911 location (including without limitation, using IP enabled devices assigned to, designated for, or configured for use at one location in a different location) or (ii) outside of the U.S. (including in any U.S. territories), they do so at their own risk (including without limitation, the risk that Customer will not have access to 911 emergency services and/or such activity violates local laws in the jurisdiction where Customer or an end user tries to use the Service).

3.4 Compliance. The Service cannot be used for any unlawful, abusive, or fraudulent purpose, including without limitation, using the Service in a way that: (a) interferes with CenturyLink's ability to provide service to CenturyLink customers, (b) avoids Customer's obligation to pay for communication services, (c) constitutes a criminal offense, (d) gives rise to a civil liability, or (e) otherwise violates any laws. Without limiting the foregoing, the Service cannot be used for auto-dialing, continuous or extensive call forwarding, telemarketing, fax broadcasting or fax blasting, or for uses that result in excessive usage inconsistent with normal usage patterns.

3.5 Authorized Use. 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.

3.6 Power Outages; Internet Connectivity, Customer Data Network and CPE Failures; Maintenance Work; Moving Equipment. The Service will not operate (including, without limitation, end users will be unable to access emergency 911 services) if any of the following items fail: (a) power used with the Service; (b) the Internet connectivity used with the Service (including without limitation, failures caused by suspension or termination of the Internet connectivity under the terms of that service); (c) the Customer Environment; (d) the approved router; (e) Customer premises routers and switches; or (f) the IP enabled devices used with the Service. Additionally, the Service will not operate (including, without limitation, end users will be unable to access emergency 911 services); (g) while maintenance work is being performed; (h) if the SIP signaling interface fails; or (i) if equipment used with the Service is moved from the Customer PPU location (equipment is assigned to, designated for, or configured for use at one location and may not be used in any other location including without limitation to another location where CenturyLink installed Service). If Customer has requested a temporary change of its 911 location from the PSTN Service Provider, and has received approval and confirmation from the PSTN Service Provider, Customer may move the IP stationary device (handset) or Soft Phone only.

3.7 Telephone Numbers. Telephone Numbers are provided by the PSTN Service Provider. Customer must provision at least one TN for use with Service. The TNs may be new TNs or Ported TNs. Additionally, the Start of Service Date and commencement of billing will not depend on completion of porting by the PSTN Service Provider. If Customer requests cancellation of Service, it is Customer's

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sole responsibility to arrange porting of any telephone numbers Customer wants to retain from the PSTN Service Provider. Due to the portability of VoIP services, for example, providers may allow non-geographic numbers to be used in connection with their service.

3.8 Privacy. CenturyLink, its affiliates and third-party vendors, may access and use information regarding Customer bandwidth usage and performance of Approved CPE, software, and Service to: (a) perform related registration (equipment serial number, activation date, and WTN provided to manufacturer), maintenance, support, and other service-quality activities and (b) verify AUP compliance and network performance.

3.9 Third-Party Billed Services. The Service does not support billing for third-party services Customer will be responsible for payment of all such charges directly to the third-party provider.

3.10 Additional Disclaimer of Warranty. In addition to any other disclaimers of warranty stated in the Agreement, CenturyLink makes no warranty, guarantee, or representation, express or implied, 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. Customer is responsible for Customer's own network security policy (including applicable firewall and NAT policies) and security response procedures. CenturyLink makes no warranties or representations that any Service will be free from loss or liability arising out of hacking or similar malicious activity by any third-party.

3.11 Local Origination. Customer agrees that the header used to support PSTN redirecting services such as call forwarding (or SIP trunk diversion header), *automatic number identification* (or ANI) and CPN delivered with each outbound call will accurately reflect the location of the originating party so that appropriate long distance charges may be applied for each call, where applicable. For example, Customer may not utilize tail end hop off routing to route long distance calls across a private WAN VoIP network and drop off the long distance calls to the PSTN as local calls at a remote gateway. Failure to comply will constitute a material breach of the Agreement.

3.12 End User License Agreements. To utilize certain features of the Service, Customer and its end users must agree to applicable software license agreements governing such software from CenturyLink's software vendors. If Customer or its end users decline, they will not be able to use the applicable features of the Service. All software license agreements are between Customer (including its end users) and CenturyLink's software vendors. CenturyLink has no obligations or responsibility for such software. Customer's sole rights and obligations related to such software, in any way, are governed by the terms of the software license agreements with CenturyLink's vendors. Notwithstanding any provisions in a third-party provider's EULA, if Customer or its end users use the third-party software with CenturyLink's HCS, the Service will permit 911 calling with the software, provided Customer and its end users expressly follow the instructions for 911 calling found in this Service Exhibit. In part, those instructions state that a Customer end user must not use the third-party software client to dial 911 except from that end user's registered physical location with the PSTN Service Provider. Use at a location other than the registered physical location with the PSTN Service Provider may route 911 calls to an incorrect 911 dispatch center, potentially delaying emergency services. CenturyLink strongly recommends Customer and its end users become familiar with all of the functional 911 limitations as described by the PSTN Service Provider.

3.13 Customer's Use of Third-Party Content. Customer is responsible for all content it uses in the music on hold feature of the Service. Customer agrees that it has rights from third-parties to use any content belonging to others and will not use any content that is unlawful or violates any copyright, trademark or other laws protecting intellectual property.

3.14 911 Emergency Service. 911 EMERGENCY SERVICE IS PROVIDED BY THE PSTN SERVICE PROVIDER. CENTURYLINK STRONGLY RECOMMENDS CUSTOMER AND ITS END USERS BECOME FAMILIAR WITH ALL OF THE FUNCTIONAL 911 LIMITATIONS AS DESCRIBED BY THE PSTN SERVICE PROVIDER.

3.15 Cisco Emergency Responder (CER) Feature. The MLTS notification function under the CER feature may not contain the correct end user emergency services address if Customer or Customer's end user does not provide CenturyLink with the address of the approved 911 location associated with a TN or 8XX TN in a timely manner when the address is originally provided to the PSTN provider and each time it is subsequently updated.

4. Term; Cancellation.

4.1 Term. The Service Term will begin on the Start of Service Date of the first Customer location and will continue for the Initial Term set forth in the pricing attachment ("Initial Term"). "Service Term" means Initial Term and each Renewal Term. The "Minimum Seat Term" for a Service seat is 12 months. Additional Service seats will be coterminous with the current Service Term, subject to the 12 month Minimum Seat Term.

4.2 Cancellation. If some or all Service is canceled by Customer for reasons other than Cause or by CenturyLink for Cause before the expiration of the applicable Service Term such that the number of Service seats is 25% less than the original number of Service seats, Customer will pay to CenturyLink the following Cancellation Charges: (a) the amount of any NRC/installation charges that CenturyLink discounted or waived for the canceled Service, (b) 100% of the balance of the MRCs of the canceled Service that otherwise would have become due for the unexpired portion of the Minimum Seat Term and (c) 35% of the balance of the MRCs of the canceled Service that otherwise would have become due for the unexpired portion of the applicable Service Term. Customer remains responsible for all accrued and unpaid charges for the canceled Service provided through the effective date of such cancellation. Customer understands and agrees that unless Service is completely canceled, the minimum Service seat requirements for each location and all locations will still apply.

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4.3 Moves. Customer may move seats to another Customer location if at least 12 months remain in the Service Term. Customer will be charged any third-party charges incurred by CenturyLink in connection with the move. Customer must submit notice to CenturyLink at least 30 days before the requested move date. When Customer requests that CenturyLink move Local Access to a different Service Address that is not within the same Customer serving wire center as the existing service, such move will be deemed a disconnect of the current local loop to which a charge applies and a new install of new Local Access.

5. Charges. Charges for the Service are set forth in the attached pricing attachment as referenced in this Service Exhibit. If new Service elements are added to Service not included in this Service Exhibit, the parties will either sign an amendment adding pricing for the new Service elements, or Customer will pay CenturyLink's list rates for the new Service elements. The MRCs and usage charges will be used to calculate Contributory Charges. NRCs and waived MRCs are not contributory. Charges will commence within five days after the Start of Service Date. Customer will not be eligible for any offers, discounts or promotions other than those specifically set forth in the Agreement. Service will remain taxed based on the PPU locations where Customer uses Service, and not on a temporary PSTN Service Provider-approved 911 location. CenturyLink may change rates after the completion of the Initial Term with 60 days prior notice. Upgrades and purchases of additional Service after the initial orders may be subject to then-current Service pricing. The HCS seat charges will be presented in Customer's invoice as separate components for Tax purposes, but the separate component charges will equal the total per HCS seat charge.

5.1 Off-Net Call Billing. Off-Net Call charges will be provided by the PSTN Service Provider.

6. Service Upgrades/MACDs. CenturyLink reserves the right to modify the Upgrade and MACD charges at any time without notice to Customer.

6.1 MACDs. Customer may also at any time request a move, addition, change or disconnect ("MACD") to its Service requiring configuration management, such as adding Seats. There is no charge for Standard MACDs performed remotely. Charges for on-site configuration management will be quoted prior to dispatch of the technician to Customer's location, and will be at CenturyLink's then-current rates for on-site dispatch.

6.2 Routers. If necessary, Customer's existing routers may be replaced to support an Upgrade. If there is a replacement, any rental CPE routers associated with Customer's Service must be returned to CenturyLink within 15 days of new router installation. If a router is not returned, Customer must pay to CenturyLink a charge for non-return of the router as indicated in the "Approved CPE" section.

7. E-Mail Information/Updates. Customer acknowledges and agrees that CenturyLink may contact Customer via e-mail at the e-mail address provided to CenturyLink when Customer ordered the Service for any reason relating to the Service. Customer further agrees to provide CenturyLink with any and every change to its e-mail address.

8. AUP. All use of the Services must comply with the AUP located at <http://www.centurylink.com/legal/>, which is subject to change. CenturyLink may reasonably change the AUP to ensure compliance with applicable laws and regulations and to protect CenturyLink's network and customers. Any changes to the AUP will be consistent with the purpose of the AUP to encourage responsible use of CenturyLink's networks, systems, services, Web sites, and products.

9. SLA. Service is subject to the Cisco Hosted Collaboration Solution delivered by CenturyLink Service Level Agreement ("SLA") each located at <http://www.centurylink.com/legal/>, which is subject to change. For Customer's claims related to Service deficiencies, interruptions or failures, Customer's exclusive remedies are limited to those remedies set forth in the applicable SLA.

10. Definitions. Capitalized terms not defined in this Service Exhibit are defined in the Agreement.

"Estimated Availability Date" means CenturyLink's target date for the delivery of that Service. CenturyLink will use commercially reasonable efforts to install each such Service on or before the Estimated Availability Date, but the inability of CenturyLink to deliver Service by such date is not a default.

"Ported TN" means an existing telephone number that is currently subscribed to a local exchange carrier for local, local toll and/or long distance telecommunications services and ported to PSTN Service Provider for use with the Service.

"Start of Service Date" means the date Customer accepts the Service. Customer will have five days from CenturyLink's ready notification to test the Service. Within the five-day timeframe, if Customer neither informs CenturyLink about errors nor accepts the Service, Service will be considered to have been accepted, regardless of whether Customer uses the Service. If Customer informs CenturyLink of Service errors within the five-day timeframe, CenturyLink will promptly take necessary, reasonable action to correct the errors, and upon correction, notify Customer that Service is ready.

CENTURYLINK® HOSTED VOIP SERVICE EXHIBIT

1. General; Definitions. Capitalized terms not defined herein are defined in the Agreement. CenturyLink will provide CenturyLink® Hosted VoIP (“Hosted VoIP”) (“Service”) under the terms of the Agreement and this Service Exhibit.

“Administrator Portal” enables the Customer administrator to: (a) set up end users; (b) implement: (i) some moves, adds, changes, and deletions; and (ii) calling restrictions.

“Alien TN” means a telephone number that has not been ported to Service or has not been assigned by CenturyLink.

“ANI” means automatic number identification.

“Approved Connectivity” means a new or existing CenturyLink IQ® Networking port or Data Bundle solution provided by CenturyLink, or new or existing DIA Service or Internet Bundle provided by a CenturyLink Affiliate other than CenturyLink. If Customer selects an access type that does not provide guaranteed end-to-end QoS or if Customer is not using Approved Connectivity at any point in time (e.g., a Wi-Fi or wireless network or device), Customer may experience call quality issues. In these instances, CenturyLink’s Voice Availability SLA will not apply. Additionally, Customer acknowledges that the only way to resolve quality issues on connectivity that does not provide end-to-end QoS may be to move to another connectivity type that provides end-to-end QoS.

“Approved CPE” means internet connectivity routers, Customer premises switches and routers, and IP enabled devices (e.g. handsets) and intangible computer code contained therein, designated by CenturyLink. In some cases, Customer may provide its own Approved CPE. If Customer provides Approved CPE, the provisions of the “Customer-Owned CPE” section of this Service Exhibit will apply.

“Calling Party Number” (CPN) means the originating party’s telephone number, as displayed on Caller ID (when Caller ID privacy is not restricted).

“CenturyLink-Approved 911 Location” means Customer’s current 911 location that is displayed on the My 911 Location page of the MyAccount: VoIP portal, which may be the 911 location of a Customer PPU, or an updated temporary location that CenturyLink has previously approved. Service may only be used at a CenturyLink-Approved 911 Location.

“Customer Environment” means Customer’s data network/equipment and premises environment.

“Enterprise Trunk” means an aggregation of Trunk Groups, primarily for the purpose of applying a routing policy to select a Trunk Group for a call terminating to the PBX from CenturyLink.

“EULA” means an end user license agreement for software of CenturyLink or a third-party provider. Customer end users must accept a EULA before downloading certain software for use with the Service.

“Initial Term” is the term of the Service as shown in the Pricing Attachment.

“IP” means Internet Protocol.

“IP Device” means IP-enabled station sets, expansion modules and handsets approved by CenturyLink for use with the Service.

“ISS” means Information Services Schedule which can be found at http://www.centurylink.com/tariffs/clc_info_services.pdf and which is subject to change. The ISS contains the current standard rates for domestic and international Off-Net Calls and toll free calls.

“MATR” means minimum average time requirement.

“Minimum Service Term” is six months from the Service Commencement Date.

“Net Rates” are in lieu of all other rates, offers, discounts, and promotions.

“Off-Net Calls” means any calls that are not (a) local calls, (b) 8xx outbound calls, or (c) On-Net Calls.

“On-Net Calls” means calls between the Service and any of the following CenturyLink services: CenturyLink IQ SIP Trunk, Hosted VoIP, Managed Office, Managed Office Essentials, SIP Trunk (Sonus platform), Managed VoIP, Analog VoIP, Digital VoIP, or Integrated Access, and that are transmitted through the Service entirely over the CenturyLink IP network and not the PSTN or another carrier’s IP network.

“Ported TN” means an existing telephone number that is currently subscribed to a local exchange carrier for local, local toll and/or long distance telecommunications services and ported to CenturyLink for use with the Service.

“PPU” means the location given by the Customer as the Primary Place of Use for a particular TN or 8xx TN.

“Pricing Attachment” means a document containing rates specific to Service and is incorporated by reference and made a part of this Service Exhibit.

“PSAP” means public safety answering point.

“PSTN” means public switched telephone network.

“QoS” means Quality of Service.

“Rate Sheet” means the document located at <http://www.centurylink.com/legal/HostedVoIP/ALaCarteRatesv1.pdf>. The Rate Sheet includes additional pricing for Hosted VoIP optional features, domestic Off-Net long distance and toll free terms and pricing, MACD charges, seat pricing, upgrade charges, and other charges. The Rate Sheets are incorporated herein by reference.

“Remote BLA” means remote bridged line appearance.

“Remote SCA” means remote shared call appearance.

“Router” means, for purposes of this Service Exhibit, a router, router/switch, or switch approved by CenturyLink for use with the Service.

“RSS” means the International Rates and Services Schedule which can be found at http://www.centurylink.com/tariffs/fcc_clc_ixc_rss_no_2.pdf and which is subject to change. The RSS contains provisions relating to international toll free service.

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“Session” means a single unit of simultaneous call capacity.

“SIP” means Session Initiation Protocol.

“SIP Trunk Diversion Header” means a header used to support PSTN redirecting services such as Call Forwarding.

“SLAs” means service level agreements posted at <http://www.centurylink.com/legal> which are subject to change.

“Soft Phone” means software for an IP-enabled device that allows Customer’s end users to use the Service to make and receive calls on that device.

“Term” means Initial Term and each Renewal Term.

“Trunk Group” means a group of Sessions used for local or usage-based voice services.

2. Service.

2.1 Hosted VoIP Service. Hosted VoIP Service is an IP application that provides real time, two-way voice capability in IP over a broadband connection. Customer may purchase Service on a per seat basis. Except as otherwise indicated herein, the MRC for Hosted VoIP seats includes rental of one IP Device. Hosted VoIP seats include the specific features identified below based on seat type. Additional charges apply for optional features listed below, and, if applicable, for Router rental and maintenance. Subject to connectivity and Approved CPE limits, Customer may order up to a maximum of 10,000 Hosted VoIP seats/TNs per location. Features listed in this section (a) are only available with Hosted VoIP.

(a) Hosted VoIP Basic Seats. Basic seats are designed for a lobby, break room, cafeteria or shop area that is not assigned to a specific end user. Basic seats include: the ability to make On-Net and Off-Net Calls, an end user Portal, an Administrator Portal, call waiting, and call forwarding, as well as other features, some dependent on IP handset model or Soft Phone software. Basic seats do not include voice mail. Information regarding IP handset or Soft Phone features supported by the Service is available from a CenturyLink sales representative. The end user Portal provides access to call logs, click-to-call and other features. The Administrator Portal enables Customer administrator functionality, including the ability to set up end users, implement some moves, adds, changes, and deletions, and implement calling restrictions.

(b) Hosted VoIP Standard Seats. Standard seats are designed to address a company’s standard calling practices (general business, support and clerical personnel) that do not require an advanced feature set. Standard seats include the features listed for basic seats above, plus a standard feature package and voicemail.

(c) Hosted VoIP Conference Room Seats. Conference room seats have the same features as a standard seat, and are tailored for the purpose of attaching a conference room phone, which often is a speaker phone model. Customer may enable or disable features best suited for that phone type in the Administrator Portal. Conference room seats do not include voice mail.

(d) Hosted VoIP Premium Seats. Premium seats are designed to fit the needs of the majority of a company’s professional employees. Premium seats provide end users with advanced IP phone features as well as premium phone and soft client access. Premium seats include the features listed for basic and standard seats above, plus an advanced feature package and Microsoft® Outlook® integration.

(e) Hosted VoIP Basic Cordless Seats. Basic Cordless seats support the same features as a basic seat, and are intended for use by Customer end users needing a certified cordless IP handset. Basic Cordless seats may require Customer to have a certified IP phone that pairs with the cordless IP handset.

(f) Hosted VoIP Standard Cordless Seats. Standard Cordless seats support the same features as a standard seat, and are intended for use by Customer end users needing a certified cordless IP handset. Standard Cordless seats may require Customer have a certified IP phone that pairs with the cordless IP handset.

(g) Hosted VoIP Premium Cordless Seats. Premium Cordless seats support the same features as a premium seat, and are intended for use by Customer end users needing a certified cordless IP handset. Premium Cordless seats may require Customer have a certified IP phone that pairs with the cordless IP handset.

(h) Hosted VoIP Receptionist Seats. Receptionist seats have the same features as a premium seat, and are intended for use by Customer end users who handle multiple calls and redirect those calls to other Customer end users within their business group. Receptionist seats may either use IP phones with up to three side car modules to expand the call appearance capacity, or a receptionist web console. Additional charges apply for side car modules and the receptionist web console. The receptionist web console window is integrated with the call manager feature, enabling functions such as click-to-transfer or click-to-dial. The receptionist web console graphically displays end users’ status (busy, idle, or do not disturb), as well as detailed call information. Additional display management options are also available with the receptionist web console.

(i) Hosted VoIP Admin Seats. Admin seats are intended for use by Customer end users who handle multiple calls and redirect those calls to other Customer end users within their business group. Admin seats may either use IP phones with one side car module to expand the call appearance capacity, or a receptionist web console. An additional charge applies for the receptionist web console. The receptionist web console window is integrated with the call manager feature, enabling functions such as click-to-transfer or click-to-dial. The receptionist web console graphically displays end users’ status (busy, idle, or do not disturb), as well as detailed call information. Additional display management options are also available with the receptionist web console.

(j) Hosted VoIP Analog Seats. An analog seat does not include a physical device (like a phone). This seat is designed to accommodate multiple analog devices that may be directly connected back to analog telephone equipment on Customer’s premises. A TN associated with an analog seat can be used as a line appearance on a phone, but cannot be used as the primary TN. Analog seats have the same features as premium seats, except for the associated physical device.

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- (k) Contact Center Groups.** A contact center group (also known as ACD, Automatic Call Distribution) queues incoming calls in the cloud and distributes the calls to end users within a contact center group. Contact center groups can be added through the Administrator Portal at no additional charge but they require a dedicated telephone number (which is an available TN) for inbound calls. There are two levels of contact center groups: basic and standard. Customer must ensure that the MCC (Maximum Concurrent Calls) settings for that site has an adequate setting to accommodate the contact center group. Each concurrent call in queue and on a physical device associated with that site consumes a call path from the MCC setting. If the MCC is not set to an adequate amount, the maximum number of calls queued may not be realized.
- (A) Contact Center Basic Group.** Only end users with a contact center basic seat or contact center standard seat can be added to a contact center basic group. A contact center basic group does not include supervisor seat functionality, end user login and logout of the queue, real time reporting, or historical reporting. A maximum of 25 calls can be queued in a contact center basic group.
- (B) Contact Center Standard Group.** Only end users with a contact center standard seat or a contact center supervisor seat can be added to a contact center standard group. A contact center standard group includes end user log in and log out of the queue, viewing of queue statistics, and joining/leaving queues as needed via the web client. A maximum of 50 calls can be queued in a contact center standard group.
- (l) Contact Center Basic Seat.** A contact center basic seat allows end users to be assigned to a contact center basic group. Contact center basic seats include the same features as a premium seat. There are no login or logout capabilities.
- (m) Contact Center Standard Seat.** A contact center standard seat allows end users to be assigned to a contact center standard group. Contact center standard seats include the same features as a premium seat. end users can log in and out of the queue, see queue statistics and join/leave queues as needed via the web client.
- (n) Contact Center Supervisor Seat.** A contact center supervisor seat allows end users to be assigned to a contact center standard group. Contact center supervisor seats include the same features as a premium seat. End users can log in and out of the queue, view queue statistics, join/leave queues as needed via the web client, view real time reporting, access historical reporting on the call queue, and monitor calls via the included web client. Contact center supervisor seats can also monitor contact center standard groups and contact center standard seats.
- (o) Hosted VoIP Spare Device.** A spare device is a secondary IP Device that (a) Customer keeps in inventory to use as a replacement IP Device if a primary IP Device fails or (b) is in another location with Remote SCA or Remote BLA configured on it. Customer must ensure that end users understand the 911 requirements if the end user uses a spare device in another location. An additional charge applies for each spare device. Additional information regarding potential issues with Remote BLAs and Remote SCAs is found in the "911 Emergency Service" section of this Service Exhibit.
- (p) Hosted VoIP Additional Device.** An additional device is another IP Device that allows for the duplication of standard key system features where TNs are shared across many IP devices. Customer must ensure that end users understand the 911 requirements if the end user uses an additional device in another location. An additional charge applies for each additional device. Additional information regarding potential issues with Remote BLAs and Remote SCAs is found in the "911 Emergency Service" section of this Service Exhibit.
- (q) Additional Optional Features.**
- (i) Hunt Groups.** An additional MRC and NRC apply for each hunt group. An additional MRC will also apply if Customer orders a voice mail box for a hunt group.
- (ii) Auto Attendant.** An additional MRC and NRC apply for each auto attendant.
- (iii) Voice Mail Only Seats.** Customer may purchase optional voice mail only seats at the MRC shown on the Rate Sheet. Voice mail only seats are featureless seats that allow inbound callers to leave a voice mail message. Since IP handsets and Soft Phones are not available with a voice mail only seat, outbound calls and 911 calls cannot be made from a voice mail only seat.
- (iv) Virtual Seats.** A virtual seat does not include a physical device (like a phone) and is not associated to a SIP Trunk Group. A TN associated with a virtual seat can be used as a line appearance on a phone, but cannot be used as the primary TN. Virtual seats have the same features as Hosted VoIP or SIP Trunk premium seats, except for the associated physical device.
- (v) Available TNs.** An available number is an unallocated number Customer retains in a pool for later use. An additional MRC applies for each available TN.
- (vi) Anywhere TNs.** Customer can order optional anywhere TNs (find me, follow me capability) with Hosted VoIP and SIP Trunk premium seats and with SIP Trunk mobility seats. An additional MRC and NRC apply for each anywhere TN.
- (vii) Alternate TNs.** An alternate TN is a new or ported available TN that is configured to ring a particular seat by the use of another telephone number. Alternate TNs are may be used for incoming calls only.
- (viii) Local, 8XX and On-Net Calls.** Local calls, 8XX outbound calls, and On-Net Calls are included in the standard, premium, conference room, receptionist and basic Hosted VoIP seat MRCs, and in the standard and enterprise SIP Trunk Session MRCs.
- (ix) Off-Net Outbound Long Distance Calls.** Additional per minute charges apply to international Off-Net Calls. Additional per minute charges also apply to domestic Off-Net calls in excess of the quantity of waived minutes shown in the "Domestic Outbound Off-Net LD and Domestic Inbound 8XX Pricing" section on the applicable Rate Sheet, offer attachment or rate addendum (the "LD/TF Offer"). CenturyLink may modify the LD/TF Offer upon expiration of the Initial Term, including reverting to standard Off-Net long distance rates. Standard per minute rates for domestic and international Off-Net long distance are shown in the ISS. If Customer negotiated non-standard Off-Net long distance rates on a quote, Order Form, offer attachment, or rate addendum, those negotiated rates will apply to SIP Trunk long distance in lieu of the ISS rates or the LD/TF Offer. Additional per minute charges apply to each Off-Net Call leg of a conference call.

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- (x) Toll-Free Calls.** Inbound toll free services are available with the Service. CenturyLink is required by the FCC to state in this Service Exhibit that Customer is prohibited from using any toll free TN, or other TN advertised or widely understood to be toll free, in a manner that would violate FCC rule 47 CFR 64.1504. Additional per minute charges apply to international inbound toll free calls. Additional per minute charges also apply to domestic inbound toll free calls in excess of the quantity of waived minutes shown in the “Domestic Outbound Off-Net LD and Domestic Inbound 8XX Pricing” section on the applicable Rate Sheet, offer attachment or rate addendum (the “LD/TF Offer”). CenturyLink may modify the LD/TF Offer upon expiration of the Initial Term, including reverting to standard domestic inbound toll free rates. Standard rates for domestic and international toll free service are in the ISS. If Customer negotiated non-standard toll free rates on a quote, Order Form, offer attachment or rate addendum, those negotiated rates will apply to inbound toll free in lieu of the ISS rates or the LD/TF Offer.
- (xi) Operator Services.** Available for calling or credit card billed calls only. No collect or third party billing calls are supported. Pricing for Operator Services is located in the FCC Operator Services Informational Tariff posted at: http://www.centurylink.com/tariffs/fcc_clc_ops_t.pdf.
- (xii) Directory Listing.** An additional MRC applies to each basic business white page listing of a telephone number.
- (xiii) Directory Assistance.** A flat per call charge applies to directory assistance.
- (xiv) Receptionist Web Console.** Receptionist web console is a web-based application that provides receptionist console capabilities for Service on a Customer PC. An additional MRC applies for each receptionist web console.
- (xv) Desktop/Mobile Soft Phones.** Desktop and mobile Soft Phones are Internet-based software that allow Customer end users to utilize the calling features of the Service on a Customer Windows/PC, Apple/Mac, Android, or iOS device using available Internet access. Voice quality and the ability to utilize the Soft Phones may be impacted by the availability of Customer’s Internet access, Internet capacity and associated Customer-provided hardware limitations. Customer end users must accept a EULA when downloading Soft Phone software. Additional charges for available Soft Phones are shown on the Rate Sheet. When purchased with Hosted VoIP, desktop and mobile Soft Phones can only be purchased in conjunction with standard or premium seats. When purchased with SIP Trunk, desktop and mobile Soft Phones can only be purchased in conjunction with premium or mobility seats.
- (xvi) PAC/VPAC.** PAC/VPAC are optional product authorization codes available with the Service. These authorization codes restrict access to outbound long distance dialing. End users attempting to call long distance outside the authorized group are prompted to enter a code prior to placing the long distance call. Calls are not connected unless a valid code is entered.
- (xvii) Voicemail Transcription.** The voicemail transcription feature transcribes a voicemail into text that is delivered via email. The quality of transcripts varies and in certain cases this feature may not be available. An additional charge applies.
- (xviii) IP Failover.** IP failover is an optional feature where the Approved CPE Router is configured with the ability to route Internet and VoIP traffic to another network in the event the primary Internet connection is interrupted. IP failover is an optional feature at an additional charge. Customer is not entitled to any SLA remedies for periods when IP failover is in effect. CenturyLink recommends Customer and its end users always have an alternative means of accessing 911 services. Customer will notify its end users of these additional limitations.
- (A) IP Failover Standard.** IP failover standard allows Customer to bring its own secondary Internet connection to use for failover scenarios. The secondary Internet connection must have a public IP address and not be restricted by a firewall or other type of device. Customer acknowledges that it might experience several minutes of network downtime while the transition from one network to the other takes place. The secondary Internet connection is not included in the IP failover charge. If the failover connectivity selected by Customer does not have QoS, Customer may experience call quality issues and/or failure of calls to complete at that location, including calls to 911 emergency services.
- (xix) Secure SIP (Hosted VoIP)** – Secure SIP is a Transport Layer Security (TLS) for Session Initiation Protocol (SIP) signaling encryption and Secure Real Time Transport (SRTP) for media encryption is an add on feature to Customer’s current CenturyLink Hosted VoIP product. TLS / SRTP will be activated in conjunction with certain Hosted VoIP devices and features attributed to the customer end point device (i.e. – phone or Business Communicator client). No TLS / SRTP will be supported beyond the SBC. All CenturyLink portal and back end network and provisioning systems will be unencrypted. Special configurations will be created in the CenturyLink SBCs to support encryption and delivered to the customers end point devices. Secure SIP has an additional MRC per end user. For Secure SIP only, “end user” is defined as an eligible, approved end point with a MAC address, or registered standalone Business Communicator client sold with a virtual seat.
- (xx) Call Recording Components.** Call Recording is a cloud-based component that integrates seamlessly with the Service. Recordings will be stored on CenturyLink servers for the selected storage time period. During that time, recordings can be played directly from the administrative portal or downloaded for playback and storage. All seats within the same group must have the same call recording add-on.
- (A) Call Recording Basic.** Call recording basic add-on allows users to record incoming and outgoing calls based upon the configured recording mode. Recordings will be accessible online by an administrator for 7 days. The maximum recording storage for a call recording basic user is 56 hours for the given 7 day period.
- (B) Call Recording Standard.** Call recording standard add-on allows users to record incoming and outgoing calls based upon the configured recording mode. Recordings will be accessible online by an administrator for 30 days. The maximum recording storage for a call recording standard user is 240 hours for the given 30 day period.
- (C) Call Recording Premium.** Call recording premium add-on allows users to record incoming and outgoing calls based upon the configured recording mode. Recordings will be accessible online by an administrator for 1 year. The maximum recording storage for a call recording premium user is 2,920 hours for the given 1 year period.

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(D) Compliance. Customer is responsible for complying with all laws and regulations in connection with its use of the Service, including all applicable call recording law related to Customer's Call Recording components.

2.2. Service Conditions. The following conditions apply to the Service:

(a) Site Conditions. Customer is responsible for ensuring that its Customer Environment is fully prepared for the convergence of voice and data services during the Term. Customer is responsible for fully understanding how changes in its data network will affect voice quality and reliability of the Service. The addition of new data network applications, increased usage, movement of Customer personnel, and equipment failures can all have an impact on Service using that network. CenturyLink has no liability for Service deficiencies or interruptions caused by failures or malfunctions in the Customer Environment. A CenturyLink representative will assist Customer in a technical interview to determine if the Customer Environment meets the specifications. Customer is responsible for providing all the necessary information to complete the technical interview. If CenturyLink determines that Service is not available at a particular location or if the Customer Environment does not meet the specifications needed to use the Service, CenturyLink has no obligation to provide Service at that location and Customer may terminate the Service without liability for any Cancellation Charge.

(b) Access. Customer must provide CenturyLink and/or its representative access to the Customer premises to the extent reasonably determined by CenturyLink for the installation, repair, replacement, inspection and scheduled or emergency maintenance of the Service. The installation NRC covers either a single Customer site visit by a CenturyLink technician (if Service is added to existing Approved Connectivity), or a maximum of two Customer site visits (if installation of the Service includes new Approved Connectivity). If additional site visits are required, time and material charges will apply at CenturyLink's then current rates. Customer is responsible for providing a safe place to work at its premises and complying with all laws and regulations regarding the working conditions at its premises.

(c) Voice Services (Long Distance and Toll Free). CenturyLink will provide the voice services under the terms of the Agreement, ISS, and this Service Exhibit

(i) Description; Service Guide and SLA. Long Distance accepts domestic and international dedicated long distance traffic in IP format and converts such traffic for transmission across the telecommunications network. Toll Free accepts domestic and international toll free traffic and converts it into IP format for transmission to Customer. The voice services are dedicated offerings. All use of the voice services will comply with and be subject to the Services Guide and applicable sections of the CenturyLink Hosted VoIP and IQ SIP Trunk SLA, which is posted at <http://www.centurylink.com/legal/>. CenturyLink reserves the right to refuse to accept, suspend, or limit any or all of Customer's IP traffic not complying with the Service Guide technical specifications or that CenturyLink believes is adversely affecting other customers on the CenturyLink network. The Service Guide is incorporated into this Service Exhibit by this reference. CenturyLink may reasonably modify the Service Guide to ensure compliance with applicable laws and regulations and to protect CenturyLink's network and customers, and such change will be effective upon posting to the website.

(ii) Telemarketing. With respect to any outbound long distance: (a) Per the Federal Trade Commission ("FTC"), telemarketers are required to transmit their telephone number to Caller ID services. As such, all telemarketers using CenturyLink commercial services are required to provide CPN/pseudo-CPN and a CGN provisioned with the service: IF A TELEMARKETER DOES NOT PROVIDE CENTURYLINK WITH A NUMBER FOR THIS PURPOSE, THE CALL WILL BE BLOCKED BY CENTURYLINK; and (b) Federal Do Not Calls rules require that companies that telemarket or engage in telephone solicitations adhere to the requirements set forth in 47 C.F.R. section 64.1200 (FCC) and 16 C.F.R. Part 310 (FTC). Please consult with your company's legal advisor for more information.

(iii) Non-Completed Calls. "Non-completed Call Percentage Threshold" means 30% of all attempted calls, both completed and non-completed. If the percentage of Customer's calls that do not complete (out of all attempted calls) meets or exceeds the Non-completed Call Percentage Threshold for any given monthly billing cycle, CenturyLink may, upon 30 calendar days notice to Customer, disconnect any and all circuit(s) providing Service on which the Non-completed Call Percentage Threshold was exceeded.

(iv) International Toll Free. International Toll Free Service "ITFS"/Universal International Freephone Number "UIFN" billing increments, usage restrictions and descriptions are found in the RSS. All rates are located in the ISS.

(d) Connectivity and CPE. Except for IP handsets, which can be included with Hosted VoIP Service, Customer must purchase connectivity and Approved CPE separately. CenturyLink may add to the Approved Connectivity and Approved CPE lists from time to time. The then current lists are available to Customer upon request. CenturyLink has no liability for Service deficiencies or interruptions caused by Customer, its employees, contractors or agents, or end users reconfiguring or misconfiguring the Approved Connectivity or Approved CPE.

(e) Queuing Method. Customers using CenturyLink IQ Networking Private or Enhanced Ports for Approved Connectivity are strongly encouraged to select Queuing Method ("QM") C, if available. If unavailable, Customers are strongly encouraged to select QM B. If Customer instead selects QM A or QM D, Customer may experience call quality and/or call set-up problems under normal usage patterns. If that occurs, CenturyLink's first troubleshooting step will be to implement QM C or QM B. CenturyLink will thereafter only engage in further troubleshooting if implementing QM C or QM B does not resolve the problem. If changing the QM resolves the call quality and/or set-up problems, Customer agrees to continue using the QM implemented by CenturyLink to resolve the issue.

(f) Customer-Owned CPE. Instead of renting Approved CPE from CenturyLink, Customer may, at its option, utilize Customer-owned CPE with Service. Customer-owned CPE includes CPE purchased from CenturyLink or another CPE vendor. Unless stated otherwise, all Customer-owned CPE used with Service must: (i) be on CenturyLink's Approved CPE list; (ii) be covered by a CenturyLink CPE maintenance plan during the entire Term; (iii) include an operating system that complies with CenturyLink's minimum requirements; and (iv) be re-imaged or programmed by CenturyLink to work with Service. Notwithstanding subpart (iv), CenturyLink will not re-image, program or adjust settings on Customer-owned LAN switches unless Customer purchases separate network management service from CenturyLink. A copy of CenturyLink's current Approved CPE list and list of current minimum operating system requirements are available upon request. Unless Customer purchases CPE maintenance from CenturyLink, CenturyLink will not maintain the Customer-owned CPE. CenturyLink will also not install or maintain operating system software on Customer-owned CPE. Except where Customer has purchased CPE maintenance from CenturyLink on a Customer-owned CPE device, Customer will not be entitled to SLA remedies if Service fails to meet a CenturyLink SLA due to a failure or malfunction of that device.

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- (g) Off-Net Call Billing.** Off-Net Call charges are quoted in full minutes. Each domestic Off-Net Call is measured and billed for an initial 18 seconds and rounded up to the next 6 second increment after the first 18 seconds. Domestic Off-Net Calls are also subject to a 30 second MATR per call. If the MATR is not met in a particular month, CenturyLink may add \$0.01 to the per minute charge for all domestic Off-Net Calls during that month. Each international Off-Net Call (except to Mexico) is measured and billed for an initial 30 seconds and rounded up to the next 6 second increment after the first 30 seconds. Each International Off-Net Call to Mexico is measured and billed for an initial one minute and rounded up to the next minute after the first minute.
- (h) Unsupported Calls.** The Services do not support collect or third party billing. The Services may not support 311, 511 and/or other x11 services (other than 911, 711 and 411 dialing) in all service areas. The Services do not support any outgoing calls from seats that are not associated with an IP Device or Soft Phone (i.e., from Voice Mail Only Seats), unless another telephony device from which the call can be originated via the end user Portal is used. The Services do not support Remote BLAs or Remote SCAs for SIP Trunk. Customer is specifically instructed not to enable Remote BLAs or Remote SCAs on its IP devices used with SIP Trunk.
- (i) Area of use.** The Service is intended to be used only at one of the Customer PPU locations in the United States (not including U.S. territories). Additionally, Customer may not use IP enabled stationary devices that are assigned to, designated for, or configured for use at one PPU location in any other location, unless Customer has requested a temporary change of its 911 location, and has received approval and the 911 Update Confirmation from CenturyLink as set forth in the "Use of Service at a Temporary Location" section below. 911 emergency calls automatically route to the appropriate 911 center based upon the CenturyLink-Approved 911 Location. If Customer or an end user tries to use the Service (i) at a location other than a CenturyLink-Approved 911 Location (including without limitation, using IP enabled devices assigned to, designated for, or configured for use at one location in a different location) or (ii) outside of the United States (including in any U.S. territories), they do so at their own risk (*including without limitation, the risk that Customer will not have access to 911 emergency services and/or such activity violates local laws in the jurisdiction where Customer or an end user tries to use the Service*).
- (j) Use of Service at a Temporary Location.** This section applies to Hosted VoIP Service. It only applies to SIP Trunk if Customer purchases the 911 Emergency Service optional feature with SIP Trunk. Customer may temporarily use the Service at a location other than the Customer PPU location only after obtaining CenturyLink's approval either (i) by contacting CenturyLink at 1-877-878-7543 or (ii) by submitting a 911 location change request through the MyAccount: VoIP portal. Customer must submit a 911 location change request both before using Service at the temporary location and before returning to the Customer PPU location. Failure to obtain CenturyLink's approval is prohibited and constitutes a misuse of the Service. Such misuse will result in 911 calls being routed to the incorrect 911 operator based on incorrect address information. Use of Service at a temporary location may not exceed six (6) months in duration. Upon submission of Customer's 911 location change request, CenturyLink will reject the request, or accept and begin processing the request. Customer is responsible for checking the My 911 Location page of the portal to confirm if the request was rejected or accepted. Customer will be notified of the 911 Update Interval (defined in Section 3.1 below) at the time the request is accepted via the *My 911 Location* page of the portal. Upon completion of the 911 location change and the 911 Update Interval, an e-mail will be sent to Customer's e-mail address of record notifying Customer that 911 service has been successfully moved and is ready for use ("911 Update Confirmation"). In the event Customer does not receive such confirmation by expiration of the 911 Update Interval, Customer agrees to contact CenturyLink at 1-877-878-7543. Any 911 calls placed prior to receiving the 911 Update Confirmation will be routed according to the last CenturyLink-Approved 911 Location. If, upon submission of a 911 location change request, CenturyLink rejects the change request, Customer understands that CenturyLink has not approved using the Service at that new location and, as such, Customer is prohibited from using the Service there. To ensure proper routing of calls to 911, Customer and its end users must not install or use IP Devices or Soft Phones with the Service to dial 911 at another address without following the above address change process.
- (k) Compliance.** The Service cannot be used for any unlawful, abusive, or fraudulent purpose, including without limitation, using the Service in a way that: (i) interferes with CenturyLink's ability to provide service to CenturyLink customers; (ii) avoids Customer's obligation to pay for communication services; (iii) constitutes a criminal offense; (iv) gives rise to a civil liability; or (v) otherwise violates any laws. Without limiting the foregoing, the Service cannot be used for auto-dialing, continuous or extensive call forwarding, telemarketing, fax broadcasting or fax blasting, or for uses that result in excessive usage inconsistent with normal usage patterns.
- (l) Authorized Use.** 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.
- (m) Power Outages; Internet Connectivity, Customer Data Network and CPE Failures; Maintenance Work; Moving Equipment.** The Service will not operate (*including, without limitation, end users will be unable to access emergency 911 services*) if any of the following items fail: (i) power used with the Service; (ii) the Internet connectivity used with the Service (including without limitation, failures caused by suspension or termination of the Internet connectivity under the terms of that service); (iii) the Customer Environment; (iv) the Approved Connectivity router; (v) Customer premises routers and switches; or (vi) the IP enabled devices used with the Service. Additionally, the Service will not operate (*including, without limitation, end users will be unable to access emergency 911 services*) (vii) while maintenance work is being performed, (viii) if the SIP signaling interface fails; or (ix) if equipment used with the Service is moved from the Customer PPU location (equipment is assigned to, designated for, or configured for use at one location and may not be used in any other location including without limitation to another location where CenturyLink installed Service). If Customer has requested a temporary change of its 911 location, and has received approval and the 911 Update Confirmation from CenturyLink as set forth in the "Use of Service at a Temporary Location" section above, Customer may move the IP Device or Soft Phone only.
- (n) Privacy.** CenturyLink, its affiliates and third-party vendors, may access and use information regarding Customer bandwidth usage and performance of Service to: (i) perform related registration (equipment serial number, activation date, and WTN provided to manufacturer), maintenance, support, and other service-quality activities and (ii) verify AUP compliance and network performance.
- (o) Telephone Numbers.** Customer must provision at least one TN for use with Service. The TNs may be new TNs or Ported TNs. If Customer requests Ported TNs, Customer authorizes CenturyLink to process its order for Service and notify Customer's current carrier

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of Customer's decision to switch its local, local toll and long distance services to the Service. Customer will be responsible to promptly provide CenturyLink with its Customer Service Record (CSR) from customer's current carrier to facilitate porting of numbers. CenturyLink's approved porting window is 7:00 a.m. to 7:00 p.m. eastern time. If Customer does not order new TNs from CenturyLink, and Ported TNs are not ported within 60 days of the Service Commencement Date for a specific location, CenturyLink reserves the right to terminate Service at that location. If Customer requests cancellation of Service, it is Customer's sole responsibility to arrange porting of any telephone numbers Customer wants to retain. If porting of numbers is not completed within 30 days following Customer's request for Service cancellation, CenturyLink may terminate Service and Customer will lose all telephone numbers. There may be limitations to number porting between providers. Due to the portability of VoIP services, for example, providers may allow non-geographic numbers to be used in connection with their service.

(p) Third Party Billed Services. The Service does not support billing for third party services such as online subscription services, equipment leases and wireless services. Customer will be responsible for payment of all such charges directly to the third party provider.

(q) Local Origination. Customer agrees that the SIP Trunk Diversion Header, ANI and Calling Party Number delivered with each outbound call will accurately reflect the location of the originating party so that appropriate long distance charges may be applied for each call, where applicable. For example, Customer may not utilize tail end hop off routing to route long distance calls across a private WAN VoIP network and drop off the long distance calls to the PSTN as local calls at a remote gateway. Failure to comply will constitute a material breach of the Agreement.

(r) Sending Alien TNs Over CenturyLink's Network. CenturyLink allows delivery of outbound calls from Alien TNs, including an 8XX number, to CenturyLink for termination. Customer agrees to send a valid TN as a Calling Party Number, whether the TN is registered with CenturyLink or with other providers. The TN must correctly represent the physical location of the call where the call is originating. All outbound calls made using telephone numbers that are not assigned and ported to Customer will be billed as long distance.

(s) End User License Agreements. To utilize certain features of the Service, Customer and its end users must agree to applicable software license agreements governing such software from CenturyLink's software vendors. If Customer or its end users decline, they will not be able to use the applicable features of the Service. All software license agreements are between Customer (including its end users) and CenturyLink's software vendors. CenturyLink has no obligations or responsibility for such software. Customer's sole rights and obligations related to such software, in any way, are governed by the terms of the software license agreements with CenturyLink's vendors. Notwithstanding any provisions in a third-party provider's end user license agreement, if Customer or its end users use the third-party software with Service, the Service will support 911 calling with the software, provided Customer and its end users expressly follow the instructions for 911 calling found in this Service Exhibit and in the 911 advisory for the Service. In part, those instructions state that a Customer end user must not use the third-party software client to dial 911 except from that end user's registered physical location. Use at a location other than the registered physical location may route 911 calls to an incorrect 911 dispatch center, potentially delaying emergency services. CenturyLink strongly recommends Customer and its end users become familiar with all of the functional limitations described in this Service Exhibit and the 911 advisory. The URL to access the CenturyLink Hosted VoIP and CenturyLink IQ SIP Trunk 911 advisory is <http://www.centurylink.com/legal/HVIPSIP/911advisory.pdf>. That URL is also found on the Help screen in the end user portal. It is also recommended that Customer and its end users maintain alternative access to 911 services.

(t) Customer's Use of Third-Party Content. Customer is responsible for all content it uses in the music on hold feature of the Service. Customer agrees that it has rights from third parties to use any content belonging to others and will not use any content that is unlawful or violates any copyright, trademark or other laws protecting intellectual property

(u) Ancillary Device PCI Compliance. Where applicable, ancillary devices used with the Service must be PCI compliant. Customer must work with its third-party vendor to determine if ancillary devices provided by that vendor will work with the Service, and to troubleshoot and correct any issues related to using the ancillary devices with the Service.

(v) Security. CenturyLink has implemented reasonable security measures to protect Customers' shared or processed data. However, those measures do not include disaster recovery or data backup services. Customers are solely responsible for storing and backing up sensitive information processed or communicated via the service, including information stored in voicemail. Security measures do not extend to transmission services not owned or controlled by CenturyLink used in connection with services, including SMS text facsimile, and e-mail. If Customers elect to use a non-CenturyLink transmission system to transmit or receive data stored on CenturyLink systems (in any format, e.g., .WAV files or speech-to-text), CenturyLink makes no representations regarding the security or compliance of those transmission systems. CenturyLink is not responsible for the security of those transmissions. CenturyLink will not assume nor bear any responsibility for determining whether a non-CenturyLink transmission system is appropriate for transmitting Customer data, or if other security measures are necessary.

2.3 SLA. Service is subject to the CenturyLink Hosted VoIP and CenturyLink IQ SIP Trunk SLA. The SLA is posted at <http://www.centurylink.com/legal/>. CenturyLink reserves the right to amend the SLA effective upon posting to the website or other notice to Customer. All other services, facilities, and components relating to Service, including without limitation any CPE, the Customer Environment, Routers, the Customer SIP signaling interface, Customer premise switches and routers, devices used with the Service, another carrier's IP network, and the PSTN are not included in the SLA measurement. The SLA credit will provide Customer's sole remedy for any interruptions or deficiencies in the Service.

3. 911 Emergency Service.



POTENTIALLY HAZARDOUS SITUATION WHICH IF NOT AVOIDED COULD RESULT IN DEATH OR SERIOUS INJURY. PLEASE READ CAREFULLY.

3.1 Required Federal Communications Commission ("FCC") Warning. The FCC requires that CenturyLink inform Customer of potential limitations to 911 services using Service. The Service provides access to 911 emergency service only on stationary devices (and not mobile devices). The Service does not support any outgoing calls, including calls to 911 emergency service from Hosted VoIP or SIP Trunk seats that are not associated to a stationary IP enabled device (e.g, from Voice Mail Only Seats), unless another telephony

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device from which the call can be originated via the end user Portal is used. 911 emergency services will not be available or may not function properly (e.g., they may not route to the correct public safety answering point or "PSAP") under the following circumstances: (a) if the Service is used at a location other than a CenturyLink-Approved 911 Location in the United States (not including U.S. territories), or if an IP-enabled stationary device is moved within the CenturyLink-Approved 911 Location and not reconfigured; (b) if Customer selects a telephone number that is not associated with the geographic area of the installed service and Customer neglects to ensure that the telephone number is registered for the installed CenturyLink-Approved 911 Location (e.g., if Customer chooses a California number for use in a Colorado location); (c) for initial installation of Service – on average 5 days, but for as long as 30 days after installation of Service due to time required to update 911 databases with customer information; (d) for use of Service at a temporary location – until CenturyLink has completed the 911 Update Interval and sent the 911 Update Confirmation to Customer's e-mail address of record. "911 Update Interval" is approximately 15 minutes, unless further address verification is required, in which case the 911 Update Interval could be up to two business days (**Important:** Customer and end users should always check for the 911 Update Confirmation before using 911 service after a temporary move); (e) if the Service fails or degrades for any reason, such as failures resulting from power outages, CPE failure (e.g., Internet connectivity routers, Customer's data network and equipment, Customer premises switches and routers, phones, handsets, Soft Phones, and other IP-enabled devices), cable cuts, or any Service or broadband outage or degradation (including without limitation, failures caused by suspension or termination of the Service); or (f) while maintenance work is being performed. **For SIP Trunk:** Additionally, CenturyLink does not support Remote BLAs or Remote SCAs on IP Devices used with SIP Trunk. If a Remote BLA or Remote SCA is enabled, and Customer or an end user make a 911 call from the Remote BLA or Remote SCA line, the 911 call will incorrectly route to the PSAP associated with the 911 location of the telephone number assigned to the Remote BLA or Remote SCA, and not to the 911 location of the calling party. For example, if an end user has a Remote BLA or Remote SCA for a colleague in Chicago on a phone located in San Francisco, and end user in San Francisco places a 911 call on the Remote BLA or Remote SCA line, emergency services will be routed to the 911 location in Chicago associated with the phone number of the Remote BLA or Remote SCA, not to the 911 location in San Francisco.

3.2 Additional Information Regarding the Limitations of 911 Services. When dialing 911 with the Service, end users should always state the nature of the emergency, and include end user location and number. The default PSAP may not be able to call the end user back if the call is not completed, is dropped or is disconnected, or if end user is unable to tell the PSAP their number and physical location. **For Hosted VoIP:** The PSAP to which the call is directed will be based on the street address and Calling Party Number for the CenturyLink-Approved 911 Location. The Calling Party Number will be delivered to the PSAP with the 911 call and the PSAP will have the CenturyLink-Approved 911 Location associated with that Calling Party Number. End user user's CenturyLink-Approved 911 Location may not sufficiently pinpoint the specific location of the emergency; therefore, end users must immediately tell the dispatcher the specific location of the emergency so the PSAP can locate the end user and assist with the emergency. **Remote BLA/SCA Limitation for Hosted VoIP:** The Remote BLA or Remote SCA VoIP functionality for the VoIP Service allows Customer to program its equipment to ring in two separate locations when a single phone number is dialed (i.e., the end user's house and business). When Customer moves from one location (and ringing premises) to another location, Customer must provide CenturyLink with its accurate service address. Customer must keep its CenturyLink-Approved 911 Location identified in the service portal up-to-date with the address of its current location. Failure to update the CenturyLink-Approved 911 Location with the new address location will prevent Customer's calls from routing to the correct PSAP. Customer should not use the VoIP Service at the new location until Customer has received a confirmation email at its address of record. Customer's address has not changed until CenturyLink has completed the 911 Update Interval. **For SIP Trunk:** Enhanced 911 allows for 911 calls to be pinpointed to the specific location of the end user. If Customer does not add the Enhanced 911 feature, the location directed to the PSAP receiving the call will be based on the street address for the PPU where SIP Trunk is installed. The location indicated to the PSAP with the 911 call will have the TN for the PPU where SIP Trunk is installed and the address associated with that number, which may be different from the number from which an end user is calling 911 based on the options Customer has selected for its PBX and/or IAD, the PPU address may not sufficiently pinpoint the specific location of the emergency; therefore, end users must immediately tell the dispatcher their phone number and the specific location of the emergency so the PSAP can call the end user back if the call is not completed or is disconnected, enabling responders to locate the end user and assist with the emergency. If Customer orders the Enhanced 911 optional feature with SIP Trunk, the "For Hosted VoIP" provisions of this section will apply in lieu of the "For SIP Trunk" provisions of this section.

CENTURYLINK RECOMMENDS THAT CUSTOMER AND END USERS ALWAYS HAVE AN ALTERNATIVE MEANS OF ACCESSING TRADITIONAL 911 SERVICES.

3.3 No Privacy Rights. Customer acknowledges that there is no right of privacy with respect to the transmission of number, name, or address when the Service is used to access 911 or other numbers used in conjunction with 911 or similar emergency services, either by Customer or end users.

3.4 Customer Must Notify End Users of 911 Limits.

Customer will notify all end users (a) of the limitations on access to 911 emergency service described in the Agreement and this Service Exhibit; and (b) that access to 911 emergency service and an appropriate PSAP is only available at the CenturyLink-Approved 911 Location and is not available using an IP enabled mobile device. CenturyLink will provide labels that will indicate that 911 service has limited availability and functionality when used with Service, and CenturyLink recommends that the labels be placed on or near the equipment associated with the Services. Additionally, when Customer end users use a Soft Phone with CenturyLink-provided VoIP services, a 911 warning will appear on the Soft Phone device. The end user will need to click on the display to acknowledge the warning. Customer should direct its end users to the following URL to review these 911 Emergency Service limitations: <http://www.centurylink.com/legal/HVIOsip/911advisory.pdf>.

3.6 Use of SIP Trunk Diversion Headers on 911 Calls (for SIP Trunk only). Customer may only use SIP Trunk Diversion Headers when using the Call Forwarding feature with Service. Customer shall not send SIP Trunk Diversion Headers on all calls, and in particular shall never send SIP Trunk Diversion Headers on 911 calls. Sending SIP Trunk Diversion Headers on a 911 call may cause the call to route to the incorrect PSAP, or to the correct PSAP but without the correct Customer phone number and location information.

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3.7 911 Calls from Alien TNs. When a 911 call is made from an Alien TN, CenturyLink cannot identify the location of the caller to forward to the appropriate PSAP. CenturyLink will therefore send any Customer 911 calls originated from an Alien TN to a live operator at a third-party contracted national 911 center. CenturyLink is charged a fee for each such call (currently \$75.00 per call), and will pass the charges on to Customer. To avoid incurring these charges, Customer and its end users should not make 911 calls from Alien TNs.

3.8 Acknowledgement of 911 Limitations. By initialing below, Customer acknowledges that CenturyLink has advised it of the 911 limitations set forth in this Service Exhibit, that Customer understands this information, and that Customer accepts the Service with these limitations. Using CenturyLink’s electronic signature process for this Acknowledgment is acceptable.

PRINT CUSTOMER NAME: _____

PRINT CUSTOMER REPRESENTATIVE’S NAME: _____

CUSTOMER REPRESENTATIVE’S INITIALS: _____

4. Term; Cancellation. This Service Exhibit will commence upon the Service Commencement Date of the Agreement (or, if applicable, an amendment to the Agreement if this Service Exhibit is added to the Agreement after its Service Commencement Date) and continue for the duration of the Term. Service at a Customer location will commence on the Service Commencement Date for that location, and continue for the Initial Term shown in the Pricing Attachment. The Service Commencement Date and commencement of billing for Service will not depend on completion of telephone number porting. The Minimum Service Term for Hosted VoIP and SIP Trunk is six months from the Service Commencement Date. Customer will remain liable for charges accrued but unpaid as of the cancellation date of Service, including charges for Service used by Customer or its end users if cancellation has been delayed for any reason, such as delays for porting Customer telephone numbers to another carrier. If Service is canceled by Customer for reasons other than Cause (including upon the expiration of the Term), or by CenturyLink for Cause, such that the total MRC for Customer’s Hosted VoIP and SIP Trunk installed at the end of a month is at least 25% less than the total MRC for Customer’s Hosted VoIP and SIP Trunk installed the immediately preceding month, Customer will also pay to CenturyLink a Cancellation Charge equal to: (a) the amount of any NRC discount or waiver that CenturyLink granted to Customer for the canceled Service if the cancellation occurs before the end of the Term; (b) 100% of the balance of the MRCs of the canceled Service that otherwise would have become due for the unexpired portion of the Minimum Service Term; and (c) 35% of the balance of the MRCs of the canceled Service that otherwise would have become due for the unexpired portion of the Term other than during the Minimum Service Term. “Cause” means the failure of a party to perform a material obligation under the Agreement, which failure is not remedied: (a) for payment defaults by Customer, within five days of separate written notice from CenturyLink of such default; or (b) for any other material breach, within 30 days after written notice (unless a shorter notice period is identified in a Service Attachment).

5. Charges. Charges for the Service are as set forth in the Pricing Attachment, a signed CenturyLink issued quote or Order Form and on the applicable Rate Sheet. If new Service elements are added to Service after the Agreement or Amendment Service Commencement Date, the parties will either sign an amendment adding pricing for the new Service elements, or Customer will pay CenturyLink’s list rates for the new Service elements. CenturyLink’s list rates for new Service elements are available in either the Rate Sheet or in a separate document posted on-line and referenced in the Rate Sheet. The Net Rates will be used to calculate Contributory Charges. Charges will commence within five days of the Service Commencement Date. Customer will not be eligible for any offers, discounts or promotions other than those specifically set forth in the Agreement and this Service Exhibit. Service will remain taxed based on the primary location where Customer utilizes Service, and not on a temporary CenturyLink-Approved 911 Location. Domestic and international Off-Net Call charges and inbound toll free charges, can be modified immediately upon notice to Customer (including without limitation, upon CenturyLink’s posting such modifications in the website(s) designated by CenturyLink for that pricing, or providing any other notice to Customer).

6. AUP. All use of the Services will comply with the AUP, posted at <http://www.centurylink.com/legal> and incorporated by reference into this Service Exhibit. CenturyLink may reasonably modify the AUP to ensure compliance with applicable laws and regulations and to protect CenturyLink’s network and customers, and such change will be effective upon posting to the website. Any changes to the AUP will be consistent with the purpose of the AUP to encourage responsible use of CenturyLink’s networks, systems, services, websites, and products.

7. E-Mail Information/Updates. Customer acknowledges and agrees that CenturyLink may contact Customer via e-mail at the e-mail address provided to CenturyLink when Customer ordered the Service for any reason relating to the Service. Customer further agrees to provide CenturyLink with any and every change to its e-mail address by updating its e-mail address on the My Settings/My Profile tab of the MyAccount: VoIP portal.

8. Service Upgrades/MACDs. CenturyLink reserves the right to modify the Upgrade and MACD charges at any time without notice to Customer.

8.1 Addition of Hosted VoIP Seats During Term. Customer may add additional Hosted VoIP seats to existing Service at a Customer location at any time during the Term (an “Upgrade”). For Upgrades during the Initial Term, the Hosted VoIP seat rates shown in the Pricing Attachment or Rate Sheet will apply. If Customer adds more seats per site than can be accommodated by the CPE used Service, Customer will be responsible for renting or purchasing additional or replacement CPE to accommodate the additional seats and/or Sessions. The additional or replacement CPE must be on the CenturyLink Approved CPE list. Customer agrees that each Hosted VoIP seat will have its own Minimum Service Term commencing on the Service Commencement Date for the seat. The Cancellation Charge provisions in the “Term; Cancellation” section will also apply to Hosted VoIP seats added during the Term.

8.2 MACDs. “MACD” means move, add, change, disconnect. Customer may also at any time request changes to its Service requiring configuration management, such as adding TNs (a “MACD”). The charge for remote configuration support is shown in the

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Service Upgrades/MACD Pricing table on the Rate Sheets. Charges for on-site configuration management will be quoted prior to dispatch of the technician to Customer's location, and will be at CenturyLink's then-current rates for on-site dispatch.

8.3 Switches. If necessary, Customer's existing Switch(es) may be replaced to support an Upgrade. If there is a replacement, any Rental CPE Switch(es) associated with Customer's Service must be returned to CenturyLink within 15 days of new Switch installation. If the Switch(es) are not returned, Customer must pay to CenturyLink a charge for non-return of the Switch(es) as indicated in the "Rental CPE" section below.

9. Rental CPE.

9.1 General. CenturyLink will provide Customer with rental customer premises equipment and software license offerings (collectively, "CPE") and CPE installation and maintenance ("Service") for use with Service under the terms set forth in this section and the Agreement. CPE, as defined herein, does not include CPE purchased by Customer.

9.2 Eligibility. In order to qualify for rental of CPE under this section, Customer must also purchase CenturyLink Hosted VoIP. This section will not apply to Rental CPE ordered for use with other services, including any routers or switches rented for use with Approved Connectivity.

9.3 Delivery; Return. Delivery will be made either by F.O.B. origin, freight paid by Customer, or personal delivery by CenturyLink to the Customer location as identified in writing by Customer. CPE will be installed as designated herein or as the parties otherwise agree. Except as otherwise provided in the Agreement, upon termination of Service, or when Customer replaces CPE with upgraded models, Customer must return terminated or replaced CPE at its own expense within 15 calendar days of termination or replacement. CenturyLink will provide Customer with return instructions. Customer will deliver CPE to CenturyLink in the same condition it was on the Service Commencement Date, normal wear and tear excepted, and give CenturyLink written notice of such return. If CPE is not returned within 15 calendar days, Customer will become owner of and bear all responsibility for the terminated or replaced CPE and CenturyLink may invoice Customer the then-current value of the applicable CPE model ("Replacement Cost"), plus a \$100 administrative charge per CPE device.

9.4 Ownership and Use. Except as provided in the "Delivery; Return" section, CPE is the personal property of CenturyLink, its designee or a third party provider, even if attached to Customer's real property or any improvements, and are held by Customer subordinate to the rights of CenturyLink. Customer will at its own expense, keep the CPE free of any encumbrances; and not alter or affix anything to the CPE, except as approved by CenturyLink in writing. CenturyLink may inspect the CPE at any time. Following delivery, Customer bears the entire risk of loss or damage to the CPE from any cause (collectively, "Loss"), until returned to CenturyLink. Customer will advise CenturyLink in writing within five business days of any Loss. A Loss will not relieve Customer of its payments obligations.

9.5 Software License. Software licensor retains title to the software. To the extent possible, CenturyLink grants Customer a software license or sublicense in the software according to the licensing agreement accompanying such software, which extends only to Customer's own internal business use of such software and only on or with the designated CPE. Software must be held in confidence and may not be reproduced unless specifically authorized by the software licensor. Customer may not reverse engineer, decompile, disassemble the CPE, or otherwise attempt to derive the source code of the software. All CPE is subject to the terms and conditions set forth in the manufacturer's or publisher's warranty or end-user license.

9.6 Insurance. At its own expense, after delivery of the CPE, Customer will maintain the following insurance: (i) "All-Risk" property insurance covering the CPE for full replacement value, naming CenturyLink or a CenturyLink-designated third-party provider as a loss payee; and (ii) commercial general liability insurance with limits of not less than \$1,000,000 per occurrence and aggregate, naming CenturyLink by endorsement as an additional insured, unless such insurance is required elsewhere in this Agreement at higher limits. Such insurance will be placed with insurers who have a minimum "Best's" rating of A-VII (A-7). Upon request, Customer will provide insurance certificates evidencing such insurance.

9.7 Charges. The MRC for rental of an IP handset is included in the applicable Hosted VoIP seat MRC. IP handsets are not included with SIP Trunk seats. Charges will commence within five days of Service Commencement Date. CenturyLink may cease providing Service and demand return of CPE if payment is past due.

9.8 CPE Replacement Recovery Charge. Where CPE rented from CenturyLink is replaced due to loss or damage not covered by maintenance under the applicable Detailed Description (for example, damage from accident, misuse or abuse), Customer will pay: (A) the Replacement Cost for the damaged CPE, and (B) a one-time charge to cover CenturyLink's cost to ship the new CPE. If Customer requires on-site assistance from CenturyLink to install the replacement CPE, an additional dispatch charge will apply. CenturyLink 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. The terms and conditions in this Rental CPE section will continue to apply. Replacement CPE may or may not be the same model.

9.9 Term. CPE and Service ordered during a Term will commence on the Service Commencement Date and continue for the duration of the Initial Term ("CPE Term"). If Customer terminates the Agreement or any CPE and Service prior to CPE-Term expiration for reasons other than Cause, Customer will pay to CenturyLink: (i) all charges for CPE and Service provided through the termination date; and (ii) a Cancellation Charge of 100% of the MRC times the number of months remaining in the CPE Term.

9.10 Routers. Router rental and maintenance provisions under this Service Exhibit apply only if Customer is purchasing a la carte CenturyLink Approved Connectivity with Service, and renting Routers from CenturyLink for use with Service. If Customer is purchasing CenturyLink Data Bundle Approved Connectivity for use with Service, rental and maintenance of Routers will be governed by the Data Bundle and Rental CPE terms and conditions. If Customer elects to rent Routers for use with Service, the MRC for Router rental and maintenance is not included in the seat MRC, and will be shown in a separate Rental CPE Rate Attachment or the Rate Sheet. The Routers provided with Service vary depending on the port speed and number of seats Customer orders for a location.

9.11 Maintenance and Configuration Changes. CenturyLink will perform all maintenance and configuration of any Rental CPE Routers, which will be password protected upon installation. In some cases, CenturyLink may use repackaged Rental CPE, or substitute Rental CPE with another CPE device at CenturyLink's sole discretion. Rental CPE maintenance is provided under the terms and

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conditions of the applicable Detailed Description available at <http://www.centurylink.com/legal/> and incorporated by reference. The Detailed Description for ProMET® Remote Standard maintenance covers CenturyLink-provided 8x5 next business day (“NBD”) remote maintenance and applies to IP Devices. The Detailed Description for ProMET® On-Site Standard maintenance covers 8x5 NBD on-site maintenance and applies to Routers maintained by CenturyLink. The Detailed Description for Manufacturer Maintenance applies to Routers maintained by the Rental CPE manufacturer. Maintenance included with Service does not apply to routers or other devices provided with Approved Connectivity. CenturyLink may change the Detailed Descriptions at any time with the change effective upon posting.

10. Alternate Carrier Connectivity. This section applies if Customer purchases connectivity (Internet access / local access) from a carrier other than CenturyLink (“Alternate Carrier”) instead of purchasing Approved Connectivity.

10.1 CenturyLink Responsibilities. Customer agrees that CenturyLink will provide Service over connectivity from the Alternate Carrier under the following conditions:

(a) CenturyLink will only troubleshoot voice quality/connectivity issues at locations where CenturyLink Approved Connectivity is used. If Customer experiences Service performance issues at any location using an Alternate Carrier, CenturyLink’s sole obligation will be to provide basic firewall settings and IP phone or software client configurations to Customer. CenturyLink will not troubleshoot voice quality/connectivity issues at locations using an Alternate Carrier and CenturyLink will not work with an Alternate Carrier on behalf of Customer.

(b) CenturyLink does not guarantee the quality of Service or that Service will perform as described in the Service Exhibit at locations using an Alternate Carrier. This includes, but is not limited to, placing and receiving calls (including 911 calls), transmission of data, use of optional features, and use of IP phones, soft phones and/or portals.

(c) Customer is not required to use equipment on CenturyLink’s Approved CPE list or equipment that is covered by a CenturyLink CPE maintenance plan for locations using an Alternate Carrier. However, if Customer uses such equipment, Customer acknowledges that CenturyLink will not support the CPE devices at such Customer locations.

(d) Regardless of any provisions to the contrary in the Agreement, CenturyLink shall have no liability whatsoever for Service issues at locations using an Alternate Carrier related to or caused by failure of: (i) the Alternate Carrier’s connectivity, (ii) any equipment provided by the Alternate Carrier, (iii) any Customer-provided equipment that is not on CenturyLink’s Approved CPE list, or (iv) any Customer-provided equipment that is on CenturyLink’s Approved CPE list that is not covered by a CenturyLink maintenance agreement. Customer is not entitled to any SLA remedies for Service performance issues at locations using an Alternate Carrier.

10.2 Customer Responsibilities.

(a) Customer will be responsible for troubleshooting all QoS and connectivity issues for sites using an Alternate Carrier including, but not limited to, engaging the Alternate Carrier on outage and quality issues.

(b) If Customer experiences Service performance issues at a site using an Alternate Carrier, Customer will bring the IP phone to an Approved Connectivity location for testing. If the IP phone works properly at the Approved Connectivity location, CenturyLink will have no further obligation to perform testing or repair of the Service or IP handset, and will have fulfilled its obligation to Customer with regard to Service and IP handset performance.

(c) Customer will provide CenturyLink its service location(s), trunk location(s), address(es), service details per location, including but not limited to type and number of seats and sessions, and any other information necessary for the provision of the Service as requested by CenturyLink.

10.3 Additional Service Limitations, including 911 Calling. The parties agree that the following additional limitations, including limitations related to 911 calling, will apply to Service at Customer locations using an Alternate Carrier. Customer will notify its end users of the following additional limitations:

Where Customer does not use Approved Connectivity to transport CenturyLink Hosted VoIP to or from a Customer location, and the connectivity selected by Customer does not have QoS, Customer may experience call quality issues and/or failure of calls to complete at that location, including calls to 911 emergency services. CenturyLink recommends Customer and its end users always have an alternative means of accessing 911 services.

11. Other Terms.

11.1 General. Any references to a Revenue Commitment or Contributory Charges will not apply to this Service Exhibit.

11.2 Cancellation and Termination Charges. This section replaces Section 4.6, the Cancellation and Termination Charges set forth in the Agreement:

Termination. Either party may terminate a specified Service: (a) as set forth above with 60 days’ prior written notice to the other party, or (b) for Cause. Customer may cancel an Order (or portion thereof) for Service prior to the delivery of a Connection Notice upon written notice to CenturyLink identifying the affected Order and Service. If Customer does so, Customer will pay CenturyLink the termination charges set forth above, in addition to any and all charges that are accrued but unpaid as of the termination date. If the Agreement is terminated by Customer for any reason other than for Cause, or by CenturyLink for Cause prior to the conclusion of the Term, all Services are deemed terminated, and Customer will pay the termination charges set forth above, in addition to any and all charges that are accrued but unpaid as of the termination date.

11.3 Installation, Maintenance and Repair. The following are supplemental terms to the Scheduled Maintenance and Local Access section of the Agreement: (a) Provision of Services is subject to availability of adequate capacity and CenturyLink’s acceptance of a

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complete Order Form and (b) Customer is responsible for any facility or equipment repairs on Customer's side of the demarcation point. Customer may request a technician dispatch for Service problems. Before dispatching a technician, CenturyLink will notify Customer of the dispatch fee. CenturyLink will assess a dispatch fee if it determines the problem is on Customer's side of the demarcation point or was not caused by CenturyLink's facilities or equipment on CenturyLink's side of the demarcation point.

11.4 Service Notices. Notices for disconnection of Service must be submitted to CenturyLink via Email at: BusinessDisconnects@Centurylink.com. Notices for billing inquiries/disputes or requests for Service Level credits must be submitted to CenturyLink via Customer's portal at <https://www.centurylink.com/business/login/> or via Email at: Care.Inquiry@Centurylink.com. All other routine operational notices will be provided by Customer to its CenturyLink sales representative.

11.5 Access Arbitrage. If CenturyLink determines the number of calls routed by Customer via Access Arbitrage exceeds 11.4% of Customer's total call volume, CenturyLink will apply to 95% of their high cost minutes an inbound and outbound per minute fee of \$0.10 for switched Services and \$0.05 per minute for dedicated Services. In addition, CenturyLink may immediately restrict, suspend, or discontinue Service used in connection with Access Arbitrage upon notice of such violation to Customer. "Access Arbitrage" is the methodology used by Customer to exploit or benefit from the difference between the rates for CenturyLink voice Services and the originating or terminating charges imposed by the Local Exchange Carrier, which includes: (i) using switching equipment or a call processing system (such as a prepaid card, calling card, or teleconferencing platform) to segregate and systematically route calls to CenturyLink characterized by a greater discrepancy between the access costs and the price charged by CenturyLink;(ii) routing calls through a call processing system where the percentage of high cost minutes routed to CenturyLink using the Service exceeds 11.4%; (iii) segregating calls within another carrier's network or a call processing system to systematically route calls to CenturyLink where the access costs exceed the price of long distance service provided by CenturyLink; (iv) transporting intrastate traffic into a different state in order to cause the traffic to be rated by CenturyLink at a lower Interstate rate than would otherwise apply; or (v) any other means to exploit or benefit from the difference between the rates for Services and the originating or terminating access charges imposed by the local exchange carrier.

11.6 Acceptable Use Policy and Use of Service. CenturyLink may also terminate Service for Cause under this Section where Customer's use of the Service: (a) is contrary to the Acceptable Use Policy incorporated by this reference and posted at <http://www.centurylink.com/legal/>, (b) constitutes an impermissible traffic aggregation or Access Arbitrage, (c) avoids Customer's obligation to pay for communication services, (d) violates the Use of Service terms or compliance terms, and (e) fails to comply with all applicable call recording laws. Customer may have obligations under 47 CFR 9.5 relating to 911 if Customer combines the Service with other products creating a VoIP or VoIP-like service that facilitates the transmission of voice services.

11.7 CPNI. CenturyLink is required by law to treat CPNI confidentially. Customer agrees that CenturyLink may share CPNI within its business operations (e.g., wireless, local, long distance, and broadband services divisions), and with businesses acting on CenturyLink's behalf, to determine if Customer could benefit from the wide variety of CenturyLink products and services, and in its marketing and sales activities. Customer may withdraw its authorization at any time by informing CenturyLink in writing. Customer's decision regarding CenturyLink's use of CPNI will not affect the quality of service CenturyLink 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.

11.9 HIPAA. CenturyLink does not require or intend to access Customer data in its performance hereunder, including but not limited to any confidential health related information of Customer's clients, which may include group health plans, that constitutes Protected Health Information ("PHI"), as defined in 45 C.F. R. §160.103 under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA Rules"). To the extent that any exposure to PHI is incidental to CenturyLink's provision of Service and not meant for accessing, managing the PHI or creating or manipulating the PHI, such exposure is allowable under 45 CFR 164.502(a)(1)(iii).

11.10 Fees. Additional rates, charges and fees for Service elements not identified in the Agreement are located in the applicable Tariff. "Tariff" includes as applicable: CenturyLink state tariffs, price lists, price schedules, administrative guidelines, catalogs, and rate and term schedules incorporated by this reference and posted at <http://www.centurylink.com/tariffs>.

MANAGED ENTERPRISE WITH CISCO MERAKI SERVICE EXHIBIT

1. General. Customer must execute this Service Exhibit, the Rental CPE Service Exhibit and the CenturyLink Master Service Agreement ("Agreement"). CenturyLink QCC will provide Managed Enterprise with Cisco Meraki ("MECM" or "Service") under the terms of the Agreement and Service Exhibits. By purchasing MECM, Customer agrees to the non-negotiable, online Meraki End Customer Agreement terms and conditions at <https://meraki.cisco.com/support/#policies:eca> ("Meraki End Customer Agreement"). Capitalized terms not defined in the Agreement or Service Exhibits and any technical terms used herein will be defined as commonly understood in the industry.

2. Service Description. MECM provides monitoring and management of the Meraki portfolio of devices in Customer's network environment. The MECM devices establish logical connections across a physical Internet WAN connection. CenturyLink supports the Service via the password protected Meraki portal ("Portal").

2.1 Service Packages. MECM is available in one of two packages that each contain a fixed set of features. Pricing and charges are based upon the package selected by Customer, as more fully set forth in a valid signed CenturyLink issued quote or Pricing Attachment. The two available package types are:

- a. Device and Management Package.** The Device and Management Package includes: an eligible Rental CPE device ("Device"), Standard Installation, Standard Implementation, Maintenance, Management of the Meraki Devices, Portal Access, and license rights as described in the Meraki End Customer Agreement.
- b. Management Only Package.** The Management Only Package includes Management of a Customer owned Meraki device ("Managed Device").

2.2 Devices. Devices are secure, managed solutions for Wi-Fi, analytics, SD-WAN, network switching, video surveillance, security, voice, and mobility management. CenturyLink offers the following categories of Devices from the Meraki portfolio:

- a. Wireless Access Points.** Wireless Access Points are devices available for indoor and outdoor use to provide Customer with private wireless LAN and/or guest Wi-Fi access.
- b. Security Appliances.** Security appliances provide firewall, universal threat management, and SD-WAN options that meet industry standards. There are two license options for Security Appliances: Enterprise and Advanced. For use with SD-WAN functionality, CenturyLink recommends the Advanced Security License which includes content filtering.
- c. Network Switches.** Network switches provide POE ports for multiple devices with multiple port options that will support Customer's entire portfolio.
- d. Security Cameras.** Security cameras allow for indoor and outdoor video monitoring with multiple mounting options.

2.3 Optional Features/Accessories. The following are optional accessories available with certain Devices for an additional MRC.

- a. Stacking Cables.** Stacking Cables connect multiple Network Switches within the same physical rack at Customer's location. Stacking Cables are only available if Customer also purchases Network Switches.
- b. Fiber Transceivers.** Fiber Transceivers allow for network signals to be transmitted using fiber optic technology. Fiber Transceivers are only available if Customer also purchases Network Switches or Security Appliances.
- c. Insight Manager.** Insight Manager is an optional feature available only with Security Appliances for an additional MRC per Security Appliance, which allows Customer to monitor the performance of web applications on their network via the Portal.
- c. Antennas.** Antennas are available as external devices to extend the coverage of Wireless Access Points. Antennas are only available if Customer also purchases Wireless Access Points.

2.4 Management. Network management ("Management") includes (a) 24x7x365 performance management by CenturyLink skilled operations engineers; (b) continuous network monitoring of Devices and Managed Devices and notification; (c) fault management and analysis to correct unusual operational behaviors; (d) patch management for all hardware and software and (e) on-site repair services including coordination with Meraki.

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

2.6 Standard Installation. Service will be installed by CenturyLink or CenturyLink provided contractors. Standard Installation includes onsite installation of equipment, test and activation. Standard Installation also includes up to 300 ft. of cabling for each Wireless Access Point and Security Camera if required. Installation is only considered Standard Installation if: (a) no lifts are required, (b) no firebreak penetrations are required, (c) customer provides heat maps and AP locations (d) all ceilings are either drop or rafter constructed and (e) all work is completed during normal business hours (8:00 AM to 5:00 PM) local time. As part of Standard Installation, a CenturyLink technician will be on Customer's premises for four (4) hours. If additional time is needed, Customer may purchase additional installation

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services for \$250 per hour. Customer may be responsible for completing any necessary work or for contracting a third party to do so. Customer agrees to allow CenturyLink access to Customer's premises at reasonable hours as necessary. Customer's authorized representative must be present during installation. If Customer misses a scheduled installation, or tries to cancel a scheduled installation with less than one full business day prior notice, Customer will pay any charges assessed by CenturyLink for the missed appointment. CenturyLink reserves the right to cancel the applicable Service order if any scheduled installation has been cancelled, missed or rescheduled by Customer on two (2) occasions. Customer is responsible for necessary preparations at its location(s) for delivery and installation of equipment and the installation and ongoing provision of Service, including the relocation of Customer's equipment, furniture, and furnishings as necessary to access the equipment or Service. Upon request, Customer will provide CenturyLink with accurate site and physical network diagrams or maps of a service location, including electrical and other utility service maps. If Customer requests subsequent installation-related visits from CenturyLink, Customer will pay any additional charges associated with the additional work.

2.7 Self-Installation. If Customer purchases Wireless Access Point – MR33, Customer may order the self-install option. If Customer orders Self-Install, Customer will be responsible for installation of Devices and integration into the Customer's network. Customer is responsible for necessary preparations at its location(s) for delivery and installation of Devices including but not limited to: (a) ensuring that Customer's location has access to power and customer network connections, and (b) cabling, if required. Prior to the Devices being shipped, CenturyLink will pack the Devices and all accessories necessary for installation. CenturyLink will load standard configurations in the Portal for initial setup including SSIDs for internal and guest access. Customer will call into CenturyLink's Activations and Implementation support team (844-210-8826) when ready for service to be turned up.

2.8 Maintenance. Service maintenance will be conducted remotely through the Portal when CenturyLink receives an alarm notification or when Customer notifies the MECM operations center (844-210-8821). If CenturyLink determines a Device or Devices need to be replaced, the operations center will open a ticket through the Portal or contact Meraki directly to have a replacement Device shipped to the customer site if required in accordance with the return and replacement policy found at <https://meraki.cisco.com/support>. CenturyLink will dispatch a technician for replacement installation if required. If CenturyLink conducts maintenance due to service deficiencies or interruptions caused by Customer, CenturyLink will charge a one-time NRC of \$150 per hour for that maintenance.

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

2.10 Optional Additional Services.

- a. **Systems Manager.** Systems Manager provides cloud-based, centralized enterprise mobility management via the Portal. Systems Manager also includes license rights as described in the Meraki End Customer Agreement. Systems Manager is priced per end user device (i.e. laptop, mobile phone, tablet, etc.) enrolled in the service ("End User Device"). Certain software must be installed by Customer on the End User Device(s) Customer chooses to enroll. Depending on the type of End User Device, Customer will then be able to remotely perform actions such as accessing and deleting files, tracking location, enforcing policies, and installing and removing apps. Customer will have full access to manage the end user device(s).

2.11 Additional Installation Services. If Customer's location requires additional installation support that falls outside of Standard Installation, as described above, an Additional Installation NRC will apply

Examples of Additional Installation Services include:

- a. **Pre-Installation & Predictive Design ("PPD") (Per Site)** Customer may purchase PPD for an additional NRC at each location. PPD includes: (i) two-hour on-site technician support; (ii) a report detailing network availability and physical components (e.g., power availability, site obstructions, network closet/rack availability, switch port availability, and internet access); (iii) predictive design; and (iv) AP placement. PPD will be performed during normal business hours (excluding holidays). If Customer's location exceeds 50,000 square feet, Customer will pay an additional \$250 NRC in increments of 10,000 square feet. If Customer requires more than two hours of on-site technician support, Customer will pay an additional \$250 NRC for each additional hour of support.
- b. **Scissor Lifts.** If device placement is above 10 ft., installation will require the use of a scissor lift.
- c. **Additional Cabling.** If required length of ethernet cabling exceeds the included 300 ft., Additional Cabling will be required. Customer will be charged an additional NRC for each 25 ft. increment of Additional Cabling.

3. Customer Responsibilities.

3.1 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 with respect to personally identifiable information, Customer traffic, or other sensitive information collected, stored, processed, sent or received 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 end users that the Customer Traffic and their content or

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personal information may be transferred internationally and accessed, collected, processed and stored by CenturyLink or Cisco in accordance with this Service Exhibit and the Meraki End Customer Agreement. In addition, Customer consents to CenturyLink's processing and use of 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 CenturyLink will be responsible for whether the Services and Customer environment are configured in a secure manner.

3.2 Customer must notify CenturyLink of any move or relocation of Service.

3.3 Customer must have access to the public internet and Customer will be responsible for the underlying internet connection. Customer's internet connectivity must include an ethernet hand-off. If a Customer provided internet connection does not include an ethernet hand-off, a termination device for that hand-off will be required that supports an ethernet hand-off to Service.

3.4 Customer is responsible for sharing with CenturyLink all information that might impact the Service or CenturyLink's ability to provide the Service as soon as the changes or problems are discovered. This includes informing CenturyLink of major network changes, firewall changes, problems with Internet connections, major vulnerabilities discovered, and unusual network activity.

3.5 Customer is responsible for providing end-user support.

3.6 Customer is responsible for providing CenturyLink with a person, group of people, or help desk to serve as the central point of contact for all information exchanged with CenturyLink necessary to troubleshoot or facilitate the Service ("POC"). The POC should be available 24 hours a day. The POC will be used in cases where cooperative measures are necessary. A minimum of one secondary POC is also recommended. POC contact information includes a valid e-mail address, work telephone number, pager or mobile telephone number, and any other information that may be required to reach the POC during the work day or after hours. The POC must be available during any remote installation process. CenturyLink is not responsible for damages that may be incurred because the POC is unreachable. If Customer restricts CenturyLink's ability to access devices or applications, CenturyLink may not be able to perform support.

3.7 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.

3.8 Customer may be responsible for supporting CenturyLink in access, troubleshooting, and configuration requests made in accordance with normal troubleshooting and repair support activities.

3.9 Customer must have an internet connection with an internet path from Customer to CenturyLink for network management and control purposes. Customer's environment must meet certain performance specifications designated by Meraki. CenturyLink has no liability for Service deficiencies or interruptions caused by Customer, its employees, contractors or agents, or end users, or failures or malfunctions in the Customer's environment. If CenturyLink 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, CenturyLink has no obligation to provide Service at that location. In this event, no MECM Cancellation Charges will be imposed. Customer must provide all information necessary for CenturyLink to manage the Service, including but not limited to Customer's Internet provider name, service desk number, and circuit IDs.

3.10 For the Management-Only Package.

- a. Customer is required to maintain the associated Meraki license for the managed Devices and maintain the software within one version of the current release.
- b. Customer is required to inform CenturyLink of the type of Meraki licenses owned in association with the Managed Devices, as well as any other information requested by CenturyLink in relation to Customer-owned Meraki licenses.
- c. Customer must execute a Letter of Agency with Meraki for the purposes of facilitating management services, and provide a copy of the Letter of Agency to CenturyLink.

3.11 For the Device and Management Package.

- a. Customer will provide CenturyLink with adequate space (e.g., an equipment closet) and appropriate access to Customer's designated locations. CenturyLink will provide instructions to Customer for use of the Service.
- b. Customer must provide all information and perform all actions reasonably requested by CenturyLink in order to facilitate installation of Service.
- c. Customer must execute the attached Letter of Agency (Attachment 1) to authorize CenturyLink to act as Customer's agent solely for the purposes set forth in the Letter of Agency.

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4. Consent to Access and Use Customer Information. Customer acknowledges that the Service enables the collection, use, storage and sharing of Customer traffic, which may include personal and usage information, and that CenturyLink may have access to such information in connection with managing the Services. Customer authorizes CenturyLink, Cisco, or other authorized vendors to access and use such information for purposes of providing the Services and as otherwise described in this Service Exhibit and the Meraki End Customer Agreement. 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.

5. Data Compilation. Customer authorizes CenturyLink or its authorized vendor to use of 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 in order to provide and improve Service. CenturyLink 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. CenturyLink may retain event log data for as long as necessary or useful for its uses consistent with this Service Exhibit. CenturyLink has no obligation to provide log data to Customer.

6. Excluded Services. CenturyLink is not responsible for any services, systems, software or equipment Customer uses with Service. CenturyLink 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).

7. Charges. Customer must pay all applicable MRCs and NRCs set forth on a valid signed CenturyLink-issued quote or Pricing Attachment. The rates set forth on the quote or Pricing Attachment will be used to calculate Contributory Charges. If CenturyLink cannot complete installation due to Customer delay or inaction, CenturyLink may begin charging Customer for the Service, and Customer will pay such charges.

8. Term; Cancellation. Customer must purchase each Service for a specific term for the particular Service ordered (each, a "Service Term"). The Service Term for each Service Package is set forth on a valid signed CenturyLink-issued quote or Pricing Attachment. The Service Term for each Service Package will begin and charges will commence within five days after the date CenturyLink notifies Customer that the Service Package is provisioned and ready for use ("Service Commencement Date"). The minimum Service Term for a Service Package is 36 months. The Service Term for each new Systems Manager instance will begin and charges will commence once the End User Device is enrolled. Despite anything to the contrary on the signed quote or Pricing Attachment, the Service Term for each Systems Manager instance is 36 months. If the Agreement, or any Service provisioned under this Service Exhibit, is cancelled prior to the expiration of the applicable Service Term for reasons other than by Customer for cause, then Customer will pay to CenturyLink a "Cancellation Charge" equal to (a) 100% of the applicable MRCs, multiplied by the number of months remaining in the first 12 months of the Service Term, if any, plus (b) 75% of the applicable MRCs, multiplied by the number of months remaining to complete the Service Term, if any; and (c) the amount of any NRCs/installation charges that CenturyLink discounted or waived. Customer remains responsible for all accrued and unpaid charges, including but not limited to Installation NRCs, for the cancelled Service provided through the effective date of such cancellation. The Term and Cancellation Charge defined herein will apply in lieu of any minimum service term and cancellation charges defined in the Rental CPE Service Exhibit, except that the charge in the Equipment section that applies if Customer fails to return equipment to CenturyLink will also apply.

8.1 Cancellation Before the Service Commencement Date. If cancellation occurs before the Service Commencement Date, Customer will pay (a) one month's MRC; (b) any NRCs identified in the attached or subsequently signed quote and (b) any unpaid charges incurred by CenturyLink or any third-party and agreed upon by Customer, including but not limited to construction costs, necessary for Service delivery.

9. Moves. Customer may move Devices to another Customer location if at least 12 months remain in the Service Term. Customer will be responsible for any additional relocation costs as a result of the move. Customer must submit notice of the move, and any other requested information relative to the new Customer location, to CenturyLink at least 30 days before the requested move date.

10. Authorized Use. 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.

11. AUP. All use of the Services will comply with the AUP, posted at <http://qwest.centurylink.com/legal> and incorporated by reference into this Service Exhibit. CenturyLink may reasonably modify the AUP to ensure compliance with applicable laws and regulations and to protect CenturyLink's network and customers, and such change will be effective upon posting to the website. Any changes to the AUP will be consistent with the purpose of the AUP to encourage responsible use of CenturyLink's networks, systems, services, web sites, and products.

12. Additional Disclaimer of Warranty. Meraki makes warranties directly to Customer pursuant to the Meraki End Customer Agreement. CenturyLink does not make any representations, warranties, or any other commitments regarding Meraki or its products. In addition to any other disclaimers of warranty stated in the Agreement, CenturyLink makes no warranty, guarantee, or representation, express or implied, that all security threats and vulnerabilities will be detected, that content will be blocked or allowed in accordance with Customer's policies, or that the performance of the Services will render Customer's systems invulnerable to security breaches. Customer is responsible for Customer's own network security policy and security response procedures. If any equipment or software not provided

MANAGED ENTERPRISE WITH CISCO MERAKI SERVICE EXHIBIT

by CenturyLink impairs Customer's use of any Service, Customer will nonetheless be liable for payment for all Services provided by CenturyLink. Furthermore, Customer understands and agrees that as a consequence of the operation of the service, CenturyLink 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 MECM, or that use common network features, have appropriate-security controls. Customer agrees to notify CenturyLink 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.

13. Resale Restriction. Customer warrants: a) Service is for its own use; b) it will not resell the Service in whole or in part, regardless of whether it qualifies as a reseller under the Telecommunications Act of 1996 or under state law; c) it will not otherwise transfer the Service to any other person or entity except, as applicable, an end user and d) it will not in any way offer third party access to the Service, other than to its end users, even if it adds features or functions to the Service or combines the Service with another service.

14. SLA. MECM is subject to the CenturyLink Managed Enterprise with Cisco Meraki SLA. The SLA is located at <http://www.centurylink.com/legal> and is subject to change. For Customer's claims related to Service feature deficiencies, interruptions, or failures, Customer's exclusive remedies are limited to those remedies set forth in the CenturyLink Managed Enterprise with Cisco Meraki SLA.

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

16. Other Terms.

16.1 General. Any references to a Revenue Commitment or Contributory Charges will not apply to this Service Exhibit.

16.2 Cancellation and Termination Charges. This section replaces Section 4.6, the Cancellation and Termination Charges set forth in the Agreement:

Termination. Either party may terminate a specified Service: (a) as set forth above with 60 days' prior written notice to the other party, or (b) for Cause. Customer may cancel an Order (or portion thereof) for Service prior to the delivery of a Connection Notice upon written notice to CenturyLink identifying the affected Order and Service. If Customer does so, Customer will pay CenturyLink the termination charges set forth above, in addition to any and all charges that are accrued but unpaid as of the termination date. If the Agreement is terminated by Customer for any reason other than for Cause, or by CenturyLink for Cause prior to the conclusion of the Term, all Services are deemed terminated, and Customer will pay the termination charges set forth above, in addition to any and all charges that are accrued but unpaid as of the termination date.

16.3 Installation, Maintenance and Repair. The following are supplemental terms to the Scheduled Maintenance and Local Access section of the Agreement: (a) Provision of Services is subject to availability of adequate capacity and CenturyLink's acceptance of a complete Order Form and (b) Customer is responsible for any facility or equipment repairs on Customer's side of the demarcation point. Customer may request a technician dispatch for Service problems. Before dispatching a technician, CenturyLink will notify Customer of the dispatch fee. CenturyLink will assess a dispatch fee if it determines the problem is on Customer's side of the demarcation point or was not caused by CenturyLink's facilities or equipment on CenturyLink's side of the demarcation point. "Order Form" includes both order request forms and quotes issued by CenturyLink.

16.4 Service Notices. Notices for disconnection of Service must be submitted to CenturyLink via Email at: BusinessDisconnects@Centurylink.com. Notices for billing inquiries/disputes or requests for Service Level credits must be submitted to CenturyLink via Customer's portal at <https://www.centurylink.com/business/login/> or via Email at: Care.Inquiry@Centurylink.com. All other routine operational notices will be provided by Customer to its CenturyLink sales representative.

16.5 CPNI. CenturyLink is required by law to treat CPNI confidentially. Customer agrees that CenturyLink may share CPNI within its business operations (e.g., wireless, local, long distance, and broadband services divisions), and with businesses acting on CenturyLink's behalf, to determine if Customer could benefit from the wide variety of CenturyLink products and services, and in its marketing and sales activities. Customer may withdraw its authorization at any time by informing CenturyLink in writing. Customer's decision regarding CenturyLink's use of CPNI will not affect the quality of service CenturyLink 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.

**CENTURYLINK® ENTERPRISE BROADBAND ACCESS SERVICES
SERVICE SCHEDULE**

1. General. This Service Schedule is applicable only where Customer orders CenturyLink Enterprise Broadband Access Services (“EBAS” or “Service”). EBAS may also be referred to as SAB (Secure Access Broadband) services on ordering, invoicing, or other documentation. This Service Schedule incorporates the terms of the Master Service Agreement or other service agreement under which CenturyLink provides service to Customer (the “Agreement”). The Services will be provided by Level 3 Communications, LLC, an affiliate of CenturyLink Communications, LLC (“CenturyLink”). CenturyLink may subcontract any or all of the work to be performed under this Service Schedule.

2. Service Description. Subject to availability, EBAS provides (a) third-party provided unsecured local internet broadband service and (b) 24x7 monitoring and management of the broadband service through one of the management options listed below.

2.1. Managed Router/ IPSEC Tunnel. CenturyLink will provide a managed router with an IPSEC tunnel that establishes an encrypted tunnel between the remote location and Customer’s IPVPN network. Any managed router provided as part of the Service is subject to the separate CenturyLink Managed Network Service Schedule.

2.2. Broadband Management. CenturyLink or its third-party provider will monitor the static IP of the modem provided with the third-party internet broadband service for up/down status. Service does not include performance monitoring. CenturyLink or its third-party provider will not monitor for packet loss, latency, or jitter.

3. Charges. EBAS charges will be set forth in an Order and consist of: (a) a non-recurring installation charge (NRC), (b) monthly recurring charge(s) (MRC) for each Service element at each applicable location; and (c) any additional charges referenced in the Order, including extended Ethernet demarcation points, change management, or expedite charges. CenturyLink may charge Customer for its additional fees, costs, and expenses resulting from Customer’s request for EBAS changes, unless such change is due to an act or omission of CenturyLink.

4. Enterprise Broadband Access Services (with CenturyLink Procured Third Party Broadband) Service Availability. The availability service level of Enterprise Broadband Access Services where CenturyLink procures the third-party Internet access is (i) 99.99% if EBAS is combined with Level 3 provided MPLS IPVPN Service and a CenturyLink provided managed router or if EBAS is combined with CenturyLink Internet Service and a CenturyLink provided managed router. Unless EBAS is combined with a CenturyLink provided managed router and either Level 3 provided MPLS IPVPN or CenturyLink Internet Service, EBAS is provided on a best efforts basis and no service credits apply. Service Unavailability is defined as the complete inability (for reasons other than an Excused Outage) of Customer to deliver IP packets, from an individual Customer Site to the Level 3 network over both (i) EBAS (with CenturyLink procured third party Internet broadband) and (ii) Level 3 provided MPLS IPVPN or CenturyLink Internet Service (as the case may be). In the event that CenturyLink fails to achieve the availability SLA, Customer shall be entitled to a credit as a percentage of its monthly recurring charges (MRC) for the affected Services as set forth below. Where combined with Level 3 provided MPLS IPVPN and a CenturyLink provided managed router, Customer shall only be entitled to the service credit below against the MRC for Level 3 provided MPLS IPVPN, Managed Network Service, and EBAS and not any separate service credit for Level 3 MPLS IPVPN or Managed Network Service (i.e. service credits will not be duplicated on the same event). Where combined with CenturyLink Internet Service and a CenturyLink provided managed router, Customer shall only be entitled to the service credit below against the MRC for CenturyLink Internet Service, Managed Network Service, and EBAS and not any separate service credit for the CenturyLink Internet Service or Managed Network Service (i.e. service credits will not be duplicated on the same event).

4.1 Service Credits for EBAS with a CenturyLink provided managed router and either Level 3 MPLS IPVPN or CenturyLink Internet Service at a Site:

Cumulative Unavailability (in hrs:mins:secs)	Service Level Credit of MRC
00:00:01 – 00:04:18 (99.99%)	No Credit
00:04:19 – 00:43:00	10%
00:43:01 – 04:00:00	15%
04:00:01 – 08:00:00	30%
08:00:01 – 12:00:00	40%
12:00:01-20:00:00	50%
20:00:01 or greater	100%

5. Modification or Termination of Services by CenturyLink. CenturyLink reserves the right to modify any features or functionalities of EBAS upon 90 days prior written notice to Customer. If such modification materially affects the features or functionality of EBAS, Customer, as its sole remedy, may cancel the affected EBAS without termination liability. To cancel, Customer must notify CenturyLink in writing within 60 days of such notice from CenturyLink.

6. Customer Responsibilities. Customer is responsible for providing design specifications. Customer is solely responsible for all equipment and other facilities used in connection with EBAS which are not provided by CenturyLink. Customer will designate one primary and up to two additional Customer security contacts and provide e-mail and telephone contact details for each such contact (the “Customer Security Contacts”). Customer will ensure that CenturyLink 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 24x7 to CenturyLink. CenturyLink will only accept, discuss or make changes to the Services with the Customer Security Contacts. Customer will

**CENTURYLINK® ENTERPRISE BROADBAND ACCESS SERVICES
SERVICE SCHEDULE**

ensure CenturyLink and its representatives or third-party providers have access to Customer Sites for the installation, maintenance, and removal of equipment and Services as scheduled, including obtaining all landlord approvals or letters of agency. Customer is responsible for providing a safe and secure environment for the equipment and will be responsible for loss or damage to equipment at Customer sites not caused by CenturyLink. 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 may not resell the Services and may use the Services only within Customer's sites.

7. Special Terms for CenturyLink Procured Third Party Broadband Access Related to EBAS.

7.1 CenturyLink will use reasonable efforts to procure the access service type per Customer site as identified in the Order. However, CenturyLink does not commit that a certain access service type or technology will be available at a Customer site. If the specific access type set forth in an Order is not available, CenturyLink will notify Customer that the Order for EBAS at that specific Customer site is cancelled. All other Customer sites under the Order will not be impacted.

7.2 Additionally, if the MRC or NRC must be increased and/or additional construction costs apply, CenturyLink will request Customer confirmation of such costs, which confirmation may be provided via e-mail and will be binding on Customer. If Customer fails to provide such confirmation within 10 business days, the Order for services at that specific Customer site shall be deemed cancelled.

7.3 If CenturyLink is incurring charges from the third-party provider but completion of the service installation cannot occur due to Customer delay, inaction, or failure to perform Customer's obligations, CenturyLink may begin billing Customer for EBAS.

7.4 Where CenturyLink procures access services from third parties, and to the extent that those third parties have the right to change the terms and conditions upon which such access is provided, including but not limited to the right to terminate the service and/or to modify rates or charges, notwithstanding anything to the contrary in the Agreement, CenturyLink expressly reserves the right to make corresponding changes with Customer for such services. CenturyLink will provide Customer with as much advanced notice as is reasonable, given the notification provided to CenturyLink from such third-party provider. In the event of a termination, CenturyLink and Customer will work together in good faith to agree upon and expediently procure another type of access service at such Customer site.

7.5 Stated speeds for access may not be achieved. Actual speeds may vary and are not guaranteed. Effective throughput may be affected by several factors including physical layer line issues, overhead from encryption of network traffic, congestion within the public Internet, congestion within the underlying third-party access network, TCP window fragmentation, application performance, server loads, or performance and latency from inefficient routing paths within the Internet.

7.6 Notwithstanding anything to the contrary in the Agreement, CenturyLink provides no indemnities, representations, or warranties related to the third party provided access.

8. Customer's Security Policies. Customer acknowledges that CenturyLink will implement security policies relating to the EBAS as reasonably directed by Customer and, accordingly, that Customer maintains overall responsibility for maintaining the security of Customer's network and computer systems. CenturyLink makes no guaranty that EBAS 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. CENTURYLINK MAKES NO WARRANTY, EXPRESS OR IMPLIED, THAT SECURITY THREATS AND VULNERABILITIES WILL BE DETECTED OR THAT THE SERVICES WILL RENDER CUSTOMER'S NETWORK AND COMPUTER SYSTEMS SAFE FROM INTRUSIONS AND OTHER SECURITY BREACHES. CENTURYLINK MAKES NO WARRANTY THAT THE SERVICES WILL BE UNINTERRUPTED.

9. Customer Network. Customer acknowledges that all of Customer's premise network infrastructure and equipment (including, but not limited to, routers, switches, firewalls, servers, and personal computers) (hereinafter "Customer Network") is Customer's sole responsibility. CenturyLink may provide Customer with guidelines for Customer Network's minimum system requirements, compatibility, and other information necessary to use EBAS.

DOMESTIC CENTURYLINK IQ® NETWORKING SERVICE EXHIBIT

CenturyLink IQ Networking is subject to the Local Access Service Exhibit, and the CenturyLink Master Service Agreement between Customer and CenturyLink. Port types that require Rental CPE are also subject to the Rental CPE Service Exhibit. All capitalized terms that are used but not defined in this Attachment are defined in the Agreement or Service Exhibit.

1. General. Domestic CenturyLink IQ® Networking Service ("Service") is provided by CenturyLink QCC under the terms of the Agreement, this Service Exhibit, and any signed quotes or Order Forms between CenturyLink QCC and Customer.

2. Service.

2.1 Description. Service is a data, IP, and a network management solution that is designed for connectivity between Customer's sites or public Internet connectivity.

2.2 Ports. CenturyLink offers Service in the following port ("Port") types:

(a) Internet Port. Internet Ports provide public Internet connectivity.

(b) Private Port. Private Ports provide WAN connectivity between Customer sites. Customer may allocate Private Port traffic up to 10 different closed user groups. Customer may request more than 10 point-to-point closed user groups for an additional charge. Quality of service ("QoS") traffic prioritization can be used with Private Ports. Ethernet Private Ports with real-time traffic that require QoS are subject to local access limitations.

(c) CenturyLink IQ+® Port. A CenturyLink IQ+ Port is a bundled solution that includes the following: (i) the functionality of a Private Port, (ii) Local Access, (iii) Monitor and Notification for a CenturyLink provided or approved router, (iv) End-to-End Performance Reporting, and (v) optional CenturyLink provided router as Rental CPE and Priority Queuing. The Local Access and CenturyLink provided router for domestic Service are subject to the Local Access Service Exhibit and CenturyLink Rental CPE Service Exhibit (including the applicable Detailed Description), respectively. Customer may provide a router approved by CenturyLink. Domestic Service with a CenturyLink provided router includes 8x5 NBD maintenance using ProMET® Remote Standard Service or 24x7 on-site maintenance using ProMET® On-Site Premium Service at Customer qualified sites. CenturyLink may use repackaged Rental CPE or substitute the Rental CPE with other CPE. Customer is responsible for any trouble shooting and repair of equipment on Customer's side of the router. Domestically, a CenturyLink IQ+ Port is only available in a CenturyLink determined data center.

(d) CenturyLink IQ+® Cloud Port. A CenturyLink IQ+ Cloud Port is a bundled solution that provides: (i) private connectivity between Customer's Private Port sites and Customer resources in CenturyLink determined data centers and/or cloud service provider environments, (ii) Local Access (Data Center Access), (iii) Monitor and Notification and (iv) End-to-End Performance Reporting. Customer can use all Private Port features defined in the Private Port section above. Access within data centers and cloud service provider environments may include shared or virtualized services where available. Customer understands that cloud-related services are contracted separately.

2.3 Network Management Service. CenturyLink Network Management Service ("NMS") is a feature available for all Ports. For CenturyLink IQ+ Cloud Ports, the only available type of NMS is Monitor and Notification. Select Management or Comprehensive Management is available with domestic Ports. The feature provides performance reporting, change management, configuration management, fault monitoring, management and notification of CPE and network related issues. Customer may also request NMS management features for devices not associated with a CenturyLink IQ Networking Port in domestic locations with CenturyLink's prior approval. The NMS management types are set forth in more detail below.

(a) Monitor and Notification. Monitor and Notification can be included with CenturyLink IQ+ Ports and CenturyLink IQ+ Cloud Ports and is an optional NMS feature for the other Port types. CenturyLink will monitor the Customer devices 24x7x365 for up/down status using ICMP ping. CenturyLink will notify Customer if no response is received for a designated period. NMS will not provide any troubleshooting and incident resolution for device or network faults. "Monitor & Notification" is the only NMS option available for devices that do not support SNMP and/or are not certified for NMS.

(b) Select Management. Select Management can be included with any eligible domestic Port, except for CenturyLink IQ+ Cloud Ports. CenturyLink will monitor Customer devices 24x7x365 for up/down status as well as provide 24x7x365 remote performance monitoring, reporting, and ticketing via an NMS online portal for devices supported by CenturyLink, fault monitoring, management, and notification (detection, isolation, diagnosis, escalation and remote repair when possible), change management supported by CenturyLink (up to 12 changes per year), asset management (device inventory), and configuration management (inventory of customer physical and logical configuration). Customer must make change management requests via Control Center at <https://controlcenter.centurylink.com>. Select Management only supports basic routing functions. NMS does not include new CPE initial configuration, lab testing, lab modeling, or on-site work of CPE. The NMS supported device list and a standard change management list are available on request and are subject to change without notice.

(c) Comprehensive Management. Comprehensive Management can be included on any eligible Port, except for CenturyLink IQ+ Cloud Ports. Comprehensive Management includes all of the Select Management features as well as total customer agency and change management (up to 24 configuration changes per year) of complex routing functions within routers, switches, and firewall modules. This includes configuration and management of complex routing, switching, device NIC cards, firewall module configurations, and basic router

DOMESTIC CENTURYLINK IQ® NETWORKING SERVICE EXHIBIT

internal firewall functions. CenturyLink acts as the Customer's single point of contact in managing the resolution of all service, device, and transport faults covered by Comprehensive Management and will work with any third party hardware and/or transport providers the Customer has under contract until all network issues are successfully resolved. With Internet security protocol ("IPSec"), CenturyLink can configure full mesh, partial mesh, or hub-and-spoke topologies with secure tunnels for remote communication between Customer locations. IPSec is only available on approved Cisco and Adtran devices. IPSec opportunities greater than 25 devices or with other manufacturer's devices require CenturyLink approval before submitting an order.

(d) CenturyLink Responsibilities. For NMS, CenturyLink will provide Customer with a nonexclusive service engineer team, which will maintain a Customer profile for the portion of the Customer's network where the devices covered by NMS reside. CenturyLink will work with Customer to facilitate resolution of service affecting issues with Select Management or Comprehensive Management.

(e) Customer Responsibilities.

(i) Customer must provide all information and perform all actions reasonably requested by CenturyLink in order to facilitate installation of NMS. If Customer limits or restricts CenturyLink's read/write access to a device, CenturyLink cannot support configuration backups. Customer is responsible for supporting CenturyLink in access, troubleshooting, and configuration requests made in accordance with normal troubleshooting and repair support activities. For Out-of-Band management related to fault isolation/resolution, Customer will provide and maintain a POTS line for each managed device. "Out-of-Band" means a connection between two devices that relies on a non-standard network connection, such as an analog dial modem, which must be a CenturyLink certified 56k external modem. Additionally, Customer will provide a dedicated modem for each managed device. It is not mandatory that Customer have a POTS line but Customer must understand that CenturyLink will not be able to troubleshoot issues if the device covered by NMS cannot be reached. Service related outages requiring access to the device for troubleshooting and repair purposes will impact the eligibility of any associated SLA credits.

(ii) For Comprehensive Management, Customer must execute the attached Letter of Agency (Attachment 1) to authorize CenturyLink to act as Customer's agent solely for the purpose of accessing Customer's transport services.

(iii) Depending on transport type, Customer's managed devices must comply with the following set of access requirements: (A) for NMS delivered via IP connectivity with an Internet Port or other public Internet service, devices must contain an appropriate version of OS capable of establishing IPsec VPNs; and (B) for NMS delivered with a Private Port, CenturyLink will configure a virtual circuit to access Customer's device at no additional charge. CenturyLink will add the NMS network operations center to the Customer closed user group to manage the devices within Customer's network.

(iv) Customer must provide a routable valid IP address to establish the NMS connection. Customer's primary technical interface person must be available during the remote installation process to facilitate installation of NMS. All Customer devices managed under NMS must be maintained under a contract from a CenturyLink approved onsite CPE maintenance provider. The response times for which Customer contracts with its CPE maintenance provider will affect CenturyLink's timing for resolution of problems involving Customer provided devices. The performance of the CPE maintenance provider is Customer's responsibility.

(v) Customer may not reverse engineer, decompile, disassemble or apply any other process or procedure to alter any CPE, software, or other component of this Service for any purpose.

2.4 End-to-End Performance Reporting. End-to-End Performance Reporting is a feature included all Ports, except for Ports with VPLS. Customer must include CenturyLink as a member of each closed user group. The feature includes a report based on data collected from Customer's traffic within its closed user groups and measures availability, jitter, latency, and packet delivery between Customer's edge routers, between CenturyLink's routers, and between Customer's edge routers and CenturyLink's routers. The data contained in the report is measured differently than the goals contained in the SLA applicable to the Service and is for informational purposes only. Customer is not entitled to SLA credits based on the data in the report. Customer may access the report in the Control Center portal. Some quote forms or other associated documents may use "End-to-End Performance Monitoring" to mean "End-to-End Performance Reporting".

2.5 Multicast. Multicast is an optional feature for Private Ports. The feature enables IP multicast on the CenturyLink IP network. Customer must configure its edge devices with CenturyLink designated multicast protocol specifications and use the CenturyLink designated IP address range for Customer's multicast applications. The standard feature allows up to ten sources of multicast traffic per Customer, but CenturyLink may permit a limited number of additional sources.

2.6 VPLS. Layer 2 virtual private LAN service ("VPLS") is optional feature for Private Ports only. VPLS is not available for CenturyLink IQ+ Ports or CenturyLink IQ+ Cloud Ports. Private Ports with VPLS are supported on CenturyLink-certified Cisco equipment and are limited to the following connection and encapsulation methods: Ethernet 10 Mbps, 100 Mbps, 1000 Mbps with Ethernet encapsulation; DS1 and DS3 with Frame Relay encapsulation, and OC3 with ATM encapsulation. The following features are not available with Private Ports with VPLS: (a) usage reports; (b) the Precise Burstable or Data Transfer pricing methodologies; (c) the SLA's Reporting Goal; (d) VPN Extensions and (e) End-to-End Performance Reporting.

2.7 VPN Extensions. A VPN Extension is an optional feature for layer 3 multi protocol label switching ("MPLS") Private Ports. The feature allows Customer to extend its Layer 3 MPLS closed user groups to Customer locations that are not served by CenturyLink's MPLS

DOMESTIC CENTURYLINK IQ® NETWORKING SERVICE EXHIBIT

network ("Remote Location"). Customer can establish a tunnel through the Internet between the Customer's CPE at the Remote Location (separately purchased and managed by Customer) and the CenturyLink network device. The Customer provided CPE must support the CenturyLink service configurations and be installed as designated by CenturyLink or as otherwise agreed upon by the parties. Customer is responsible for the installation, operation, maintenance, use and compatibility of the Remote Location CPE. Customer will cooperate with CenturyLink in setting the initial configuration for the Remote Location CPE interface with the VPN Extension Service. Customer must use IP connectivity at the Remote Location that includes a static public IP address.

(a) Exclusions. CenturyLink will not debug problems on, or configure any internal or external hosts or networks (e.g., routers, DNS servers, mail servers, www servers, and FTP servers). All communication regarding the VPN Extension must be between CenturyLink and a Customer approved site contact that has relevant experience and expertise in Customer's network operations. The following features are not available with VPN Extensions: (i) End-to-End Performance Reporting; (ii) QoS; (iii) VPLS; and (iv) Multicast. VPN Extensions are not subject to the SLA.

2.8 Backbone Prioritization/Priority Queuing. Backbone Prioritization and Priority Queuing is an optional feature available with individual domestic Private Ports, CenturyLink IQ+ Ports, and CenturyLink IQ+ Cloud Ports. When this feature is configured on such Port, traffic originating from that Port will be designated at a higher class of service to the CenturyLink IP network than traffic originating from such Ports without the feature or Internet Ports. If Customer desires the feature for traffic between two or more such Ports, the feature must be ordered for each such Port. The benefit from this feature is realized during periods of high network congestion. The feature may not be available at all locations or with Multicast in certain circumstances.

3. Ordering. For purposes of this Service Exhibit, "Order Form" means an electronic order confirmation process using an architecture confirmation document ("ACD") or other document that Customer and CenturyLink mutually agree to prior to submitting a Service order request. CenturyLink must approve each Order Form and Customer must send it via e-mail, fax, or other CenturyLink-approved electronic process to CenturyLink. Subject to availability, CenturyLink will assign /29 Internet address space for Customer during the use of a Port. Neither Customer nor any End Users will own or route these addresses. Upon termination of Service, Customer's access to the IP addresses will cease. If Customer requests special sequencing for Port installation, Customer must designate a Key Port. A "Key Port" is a Port that must be available on the network before adding additional domestic Port locations. The installation of the Key Port will determine the timelines for the installation of other domestic Ports. Customer may designate one Key Port within its CenturyLink IQ Networking network topology by notifying CenturyLink in writing of that request. Unless the parties otherwise agree in writing, Customer has sole responsibility for ordering, securing installation and ensuring proper operation of any and all equipment required to enable Customer to receive the Service.

4. Charges. Customer must pay all applicable MRCs and NRCs set forth in an attached pricing attachment, offer attachment, or a valid signed CenturyLink issued quote or Order Form. Charges will commence within five days after the date CenturyLink notifies Customer that Service is provisioned and ready for use ("Service Commencement Date"). Customer may order multiple Ports with multiple pricing methodologies in accordance with the pricing methodologies set forth below. Customer may change the pricing methodology (e.g., from Flat Rate to Precise Burstable) of a Port if: (a) the Port's new MRC remains the same or greater than the old MRC, and (b) the Port starts a new Service Term that is equal to or greater than the remaining number of months in the old Service Term, subject to a 12 month minimum. CenturyLink may change rates after the completion of a Port's Service Term with 60 days' notice. The net rate MRCs set forth in the pricing attachment, offer attachment or valid signed CenturyLink issued quote or Order Form will be used to calculate Contributory Charges. Net rate MRCs are lieu of all other rates, discounts, and promotions. The End-to-End Performance Reporting, VPN Extension, SIG and Multicast features are provided on a month-to-month basis and either party may cancel a feature with 30 days' prior written notice to the other party. CenturyLink may upon 30 days prior written notice to Customer modify those features, including without limitation, their rates. If a CenturyLink IQ+ Port uses Data Center Access as the access type, that Port will be understood to be a CenturyLink IQ+ Cloud Port.

4.1 Pricing Methodologies.

(a) Flat Rate. The Flat Rate pricing methodology bills Customer a specified MRC for a given Port speed regardless of Customer's actual bandwidth utilization.

(b) Tiered. The Tiered pricing methodology caps Customer's bandwidth at the tier specified on an Order Form and bills the Customer a fixed MRC based on that bandwidth tier regardless of Customer's actual bandwidth utilization. No more than once per month, Customer may change its specific bandwidth tier (e.g., 2 Mbps to 10 Mbps) within the applicable Port classification (e.g., Ethernet, Fast Ethernet). Customer may not change its bandwidth from one Port classification to another.

(c) Precise Burstable. Usage samples are taken every five minutes throughout the monthly billing cycle. Only one sample is captured for each five-minute period, even though there are actually two samples taken; one for inbound utilization and one for outbound utilization. The higher of these two figures is retained. At the end of the billing period, the samples are ordered from highest to lowest. The top 5% of the samples are discarded. The highest remaining sample is used to calculate the usage level, which is the 95th percentile of peak usage. For each Precise Burstable Port, Customer will pay an MRC calculated by multiplying Customer's 95th percentile of peak usage in a given month by the applicable MRC per Mbps. There is a minimum usage amount within each Precise Burstable Port classification ("Precise Burstable Minimum"). Customer will be billed the greater of the Precise Burstable Minimum or the actual charges based upon its 95th percentile of peak usage.

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(d) Data Transfer. Usage samples are taken every five minutes throughout the Customer's monthly billing cycle. Samples are taken for both in-bound utilization and out-bound utilization. Customer will be billed for the sum total of both inbound and outbound utilization. Charges are applied using a stepped or "metered" methodology such that Customer's traffic will be billed incrementally at each volume tier. For example, if Customer's total volume on a DS1 circuit is 10 GB, the first 7 GB of such total would be billed at the 0-7 GB tier, and the remaining 3 GB would be billed at the 7.01-17 GB tier. For each Data Transfer Port ordered hereunder, Customer will pay an MRC calculated by multiplying Customer's volume of data transferred in a given month (in GBs) by the applicable MRC per GB. Within each Data Transfer Port classification (e.g., DS1, DS3), Customer will be subject to the minimum usage amount set forth in the column heading of the applicable Data Transfer pricing table ("Data Transfer Minimum"). Customer will be billed the greater of the Data Transfer Minimum or the actual charges based upon its actual volume of data transferred. Data Transfer pricing is only available if Customer's premises-based router uses HDLC, PPP, or MLPPP line encapsulation.

5. Term; Cancellation.

5.1 Term. The term of an individual Port (and associated features/Services, if applicable) begins on the Service Commencement Date for that Port and continues for (a) the service term shown on the valid signed CenturyLink issued quote, Order Form, or the pricing attachment or (b), if a service term is not shown in a quote, Order Form, or a pricing attachment, one year. If Service is installed at multiple Customer locations or with multiple Ports at a Customer location, each separate Port (and associated features/Services) will have its own Service Commencement Date. Upon expiration of a Service Term, individual domestic Ports (and associated features/Services) will remain in effect on a month-to-month basis until canceled by either party with 60 days' notice.

5.2 Cancellation. Upon cancellation of a Service, Customer will remain liable for charges accrued but unpaid as of the cancellation date. If a Port and associated features/Services is canceled by Customer other than for Cause, or by CenturyLink for Cause, before the conclusion of its Service Term or Upgrade Service Term (as described in the "Upgrades" section), Customer will pay a "Cancellation Charge" equal to the amounts set forth below. "Cause" means the failure of a party to perform a material obligation under the Agreement, which failure is not remedied: (a) for payment defaults by Customer, within five days of separate written notice from CenturyLink of such default; or (b) for any other material breach, within 30 days after written notice (unless a shorter notice period is identified in a Service Attachment).

(a) Domestic Internet Port or Private Ports: (i) 100% of the Port and NMS MRCs multiplied by the number of months remaining in the first 12 months of the initial Service Term (or Upgrade Service Term), if any, plus (ii) 35% of the balance of those MRCs multiplied by the number of months remaining to complete the initial Service Term (or Upgrade Service Term) beyond the first 12 months, plus (iii) the amount of any NRCs discounted or waived if the Port has not remained installed for at least 12 months.

(b) CenturyLink IQ+ Ports and CenturyLink IQ+ Cloud Ports: (i) 100% of the CenturyLink IQ+ Port or CenturyLink IQ+ Cloud Port MRC (and associated features/Service MRCs if applicable) multiplied by the number of months remaining in the first 12 months of the initial Service Term, if any; plus (ii) 75% of the those MRCs multiplied by the number of months remaining to complete 24 months of the initial Service Term, if any; plus, if applicable, (iii) 50% of those MRCs multiplied by the number of months remaining to complete the remainder of the Service Term.

5.3 Waiver of Cancellation Charges.

(a) Upgrades. CenturyLink will waive the Cancellation Charges for a domestic Port if Customer: (i) upgrades a Port to another Port with a higher bandwidth (e.g., from a DS1 to a DS3) within the same pricing methodology and the new Port's MRC (with Local Access) is equal to or greater than the combined MRCs of the Port and the associated Local Access Service being terminated; or (ii) upgrades the Port type to a higher Port type (e.g., from an Internet Port to a Private Port or CenturyLink IQ+ Port) within the same pricing methodology. All upgraded Ports must start a new Service Term equal to or greater than the replaced Port's remaining Service Term, subject to a 12 month minimum ("Upgrade Service Term"). If Customer cancels the upgraded Port before the completion of the Upgrade Service Term, Customer will pay the Cancellation Charges set forth in the Cancellation section above. In some cases an upgrade to a Port may trigger a Local Access charge under the Local Access Service Exhibit. Customer can upgrade a CenturyLink IQ+ Port from 8x5 NBD Remote to 24x7 On-Site maintenance or upgrade a CenturyLink IQ+ Port's NMS feature to Select Management or Comprehensive Management without restarting the Service Term.

(b) Migration to Other CenturyLink Services. CenturyLink will waive the Cancellation Charges for a domestic Port if Customer migrates the Port to a new Data Bundle solution (a "New Service") as long as: (i) the New Service's MRC is equal to or greater than the combined MRCs of the Port and the associated Local Access Service being terminated; (ii) the New Service's minimum service term is at least as long as the then remaining Service Term of the Port being terminated; and (iii) the New Service is available.

6. Additional Disclaimer of Warranty. In addition to any other disclaimers of warranty stated in the Agreement, CenturyLink makes no warranty, guarantee, or representation, express or implied, 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. Customer is responsible for Customer's own network security policy (including applicable firewall and NAT policies) and security response procedures.

7. E-mail Notification. Customer acknowledges and agrees that CenturyLink may contact Customer via e-mail at the e-mail address provided to CenturyLink when Customer ordered the Service for any reason relating to the Service, including for purposes of

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providing Customer any notices required under the Agreement. Customer agrees to provide CenturyLink with any change to its e mail address.

8. AUP. All use of the Services must comply with the AUP located at <http://www.centurylink.com/legal/>, which is subject to change. CenturyLink may reasonably change the AUP to ensure compliance with applicable laws and regulations and to protect CenturyLink's network and customers. Any changes to the AUP will be consistent with the purpose of the AUP to encourage responsible use of CenturyLink's networks, systems, services, Web sites, and products.

9. SLA. Ports other than CenturyLink IQ+ Ports or CenturyLink IQ+ Cloud Ports are subject to the CenturyLink IQ Networking Service Level Agreement ("SLA"), CenturyLink IQ+ Ports and CenturyLink IQ+ Cloud Ports are subject to the CenturyLink IQ+ Port SLA and the NMS feature is subject to the NMS SLA. Each SLA is located at <http://www.centurylink.com/legal/> and subject to change. For Customer's claims related to Service or NMS feature deficiencies, interruptions or failures, Customer's exclusive remedies are limited to those remedies set forth in the applicable SLA. References to CenturyLink IQ+ Ports in the CenturyLink IQ= SLA will also refer to CenturyLink IQ+ Cloud Ports.

10. Other Terms.

10.1 General. Any references to a Revenue Commitment or Contributory Charges will not apply to this Service Exhibit.

10.2 Cancellation and Termination Charges. This section replaces the Cancellation and Termination Charges set forth in the Agreement:

Termination. Either party may terminate a specified Service: (a) as set forth above with 60 days' prior written notice to the other party, or (b) for Cause. Customer may cancel an Order (or portion thereof) for Service prior to the delivery of a Connection Notice upon written notice to CenturyLink identifying the affected Order and Service. If Customer does so, Customer will pay CenturyLink the termination charges set forth above, in addition to any and all charges that are accrued but unpaid as of the termination date. If the Agreement is terminated by Customer for any reason other than for Cause, or by CenturyLink for Cause prior to the conclusion of the Term, all Services are deemed terminated, and Customer will pay the termination charges set forth above, in addition to any and all charges that are accrued but unpaid as of the termination date.

10.3 Installation, Maintenance and Repair. The following are supplemental terms to the Scheduled Maintenance and Local Access section of the Agreement: (a) Provision of Services is subject to availability of adequate capacity and CenturyLink's acceptance of a complete Order Form and (b) Customer is responsible for any facility or equipment repairs on Customer's side of the demarcation point. Customer may request a technician dispatch for Service problems. Before dispatching a technician, CenturyLink will notify Customer of the dispatch fee. CenturyLink will assess a dispatch fee if it determines the problem is on Customer's side of the demarcation point or was not caused by CenturyLink's facilities or equipment on CenturyLink's side of the demarcation point. "Order Form" includes both order request forms and quotes issued by CenturyLink. If a CenturyLink service requires a quote to validate the Order Form pricing, the quote will take precedence over the order request form, but not over the Service Exhibit.

10.4 Service Notices. Notices for disconnection of Service must be submitted to CenturyLink via Email at: BusinessDisconnects@Centurylink.com. Notices of non-renewal for Services must be sent via e-mail to: CenturyLink, Attn.: CenturyLink NoRenew, e-mail: Norenew@centurylink.com. Notices for billing inquiries/disputes or requests for Service Level credits must be submitted to CenturyLink via Customer's portal at <https://www.centurylink.com/business/login/> or via Email at: Care.Inquiry@Centurylink.com. All other routine operational notices will be provided by Customer to its CenturyLink sales representative.

10.5 CPNI. CenturyLink is required by law to treat CPNI confidentially. Customer agrees that CenturyLink may share CPNI within its business operations (e.g., wireless, local, long distance, and broadband services divisions), and with businesses acting on CenturyLink's behalf, to determine if Customer could benefit from the wide variety of CenturyLink products and services, and in its marketing and sales activities. Customer may withdraw its authorization at any time by informing CenturyLink in writing. Customer's decision regarding CenturyLink's use of CPNI will not affect the quality of service CenturyLink 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.

DOMESTIC CENTURYLINK IQ® NETWORKING SERVICE EXHIBIT

ATTACHMENT 1

COMPREHENSIVE MANAGEMENT

LIMITED LETTER OF AGENCY

between

GTA ("Customer")

and

CenturyLink Communications, LLC f/k/a Qwest Communications Company, LLC ("CenturyLink")

This limited letter of agency ("LOA") hereby authorizes CenturyLink to act as the Customer's agent for the limited purpose of contacting Customer's designated Local Exchange Carrier ("LEC"), Interexchange Carrier ("IXC"), Internet Service Provider ("ISP"), or customer premises equipment ("CPE") maintenance provider in conjunction with CenturyLink Network Management Service. Network Management Service activities will consist of working with Customer's LEC, IXC, ISP, and/or CPE maintenance provider for the purpose of: (a) extracting information concerning transmission data elements carried over Customer's network connection; (b) identifying Customer's links or data link connection identifiers ("DLCIs"); (c) opening, tracking, and closing trouble tickets with the LEC, IXC, ISP, or CPE maintenance provider on Customer's transport links or CPE when an alarm or fault has been detected; (d) dispatching CPE repair personnel on behalf of Customer to CPE for which a fault has been detected; and (e) discussing fault information with the LEC, IXC or CPE maintenance provider on behalf of Customer to facilitate resolution of the problem.

CenturyLink does not assume any of Customer's liabilities associated with any of the services the Customer may use.

The term of this LOA will commence on the date of execution below and will continue in full force and effect until terminated with 30 days written notice by one party to the other or until the expiration or termination of the Network Management Service.

A copy of this LOA will, upon presentation to LEC, IXC, ISP, and/or CPE maintenance provider, as applicable, be deemed authorization for CenturyLink to proceed on Customer's behalf.

GTA
Customer Company Name

Authorized Signature of Customer

Print or Type Name

Title

Date

**DOMESTIC CENTURYLINK IQ® NETWORKING SERVICE EXHIBIT
PRICING ATTACHMENT**

1. Pricing.

1.1 Network Management Service MRCs.

(a) **NMS for devices associated with a CenturyLink IQ Networking Port.** The following MRC is in addition to the Port MRC.

Description	Promo Code	MRC	NRC
NMS for devices associated with a CenturyLink IQ Networking Port.			
Select Management	IQ MANAGED	\$45.00 per device	N/A
Comprehensive Management	IQ MANAGED	\$75.00 per device	N/A

(b) **NMS for devices not associated with a CenturyLink IQ Networking Port.** The following MRC is in addition to the Port MRC.

Description	MRC	NRC
NMS for devices not associated with a CenturyLink IQ Networking Port (including VPN Extensions).		
Select Management	\$60.00 per device	N/A
Comprehensive Management	\$100.00 per device	N/A
Monitor and Notify	\$35.00 per device	N/A

1.2 CenturyLink IQ Networking Features

(a) **VPN Extensions.**

Description	MRC	NRC
VPN Extensions	\$25.00 per IPsec tunnel	\$50.00 per IPsec tunnel

(b) **Backbone Prioritization.** Backbone Prioritization charges are in addition to the applicable Private Port MRCs.

Description	Increased MRC
Backbone Prioritization	CenturyLink will apply a 20% uplift charge to the MRC of each Private Port configured with Backbone Prioritization.

1.3 Port Pricing Tables. Some Port types or Port speeds may not be available in all areas or with certain types of access. If Customer wishes to order domestic CenturyLink IQ Networking Service with a different bandwidth or pricing methodology than those contained in a valid CTL quote/SOW/Customer issued order, both parties must agree to ordering methodology and modifications.

1.4 NRC Discounts.

(a) **NRC Waiver.** So long as Customer is not in default of any obligations under the Agreement, CenturyLink will waive the Install NRCs for Internet Ports and Private Ports. The Internet Ports and Private Ports must remain installed for at least 12 months.

CENTURYLINK IQ® MANAGED DATA BUNDLE OFFER ATTACHMENT

This CenturyLink IQ® Managed Data Bundle offer attachment ("Attachment") is subject in all respects to the domestic CenturyLink IQ® Networking Service Exhibit, the Local Access Service Exhibit, the Rental CPE Service Exhibit, the Network Management Service Exhibit (if applicable) and the CenturyLink Master Service Agreement ("Agreement") between Customer and CenturyLink QCC, all of which must be executed between the parties for the offer in this Attachment to apply. All capitalized terms that are used but not defined in this Attachment are defined in the Agreement or Service Exhibit.

1. Scope. Customer may purchase a Managed Data Bundle solution (each a "Managed Data Bundle") under this Attachment. A "Managed Data Bundle" is a combination of a CenturyLink IQ® Networking Internet or Private Port, Local Access Service, Eligible Rental CPE (ADTRAN® or Cisco®), and Network Management Service ("NMS") Select Management or Comprehensive Management. NMS Select Management and Comprehensive Management provide 12 or 24 Rental CPE configuration changes, 24x7 real-time monitoring, pro-active notification of problems or potential problems, and online reporting of the Rental CPE. Ethernet switch options are available on the Ethernet-based bundles, and VoIP configuration options are available with both Select and Comprehensive Management. VoIP configuration options may vary depending on the platform.

2. Eligibility and Restrictions. Customer must order all the applicable Service elements in the Managed Data Bundle at the same time under an Agreement with a 24 or 36, or 60 month Term. CenturyLink may withdraw the offer under this Attachment on or before **June 22, 2020**. Orders and quotes associated with this Attachment will be subject to the terms of this attachment. CenturyLink may, in its sole discretion, determine how long it will accept orders and quotes associated with this Attachment.

2.1 Managed Data Bundle Ports and Local Access. Managed Data Bundles are available with the CenturyLink IQ Networking Port bandwidths shown in the Eligible Rental CPE table below (each a "Managed Data Bundle Port"). Ethernet Managed Data Bundle Ports must use Ethernet Local Access ("ELA"). If Customer uses CPA or Cross Connect Access, Customer must ensure that Local Access is compatible with CenturyLink's existing networking infrastructure and equipment, including the Rental CPE. CenturyLink will provide End-to-End Performance Reporting for Private Port Data Bundles. The Internet Port or Private Port Managed Data Bundle Port MRC will be used to calculate Contributory Charges.

2.2 Rental CPE. The following table shows the eligible Rental CPE that may be used with each Port speed and Managed Data Bundle.

Eligible Rental CPE available with all Managed Data Bundle Port Types (Internet and Private)							
Bundle Types	CenturyLink IQ Networking Port Bandwidths						
	DS1	2xDS1	3xDS1 4xDS1	5xDS1 6xDS1 7xDS1 8xDS1	With ELA: 5 Mbps and 10 – 100 Mbps ¹	With ELA: 100 Mbps to 1Gbps ²	DS3
Managed Data Bundle (ADTRAN)	ADTRAN 908e w/ SBC ⁴	ADTRAN 908e w/ SBC ⁴	ADTRAN 908e w/ SBC ⁴	ADTRAN 4430	ADTRAN 908e w/ SBC ⁴ or 1335P ³	ADTRAN 5660 w/ SBC ⁴	ADTRAN NV5305
Managed Data Bundle (Cisco)	N/A	N/A	N/A	N/A	N/A	Cisco 4431-SEC	N/A

¹Bandwidths increase in 10 Mbps increments.

²Bandwidths increase in 100 Mbps increments.

³The 1335P only supports Ethernet speeds up to 10 Mbps.

⁴Session Border Controller.

The Rental CPE must be configured and installed for use with a Managed Data Bundle Port. CenturyLink may use repackaged Rental CPE or substitute the Rental CPE with other CPE. Rental CPE maintenance is provided under the applicable Detailed Description. 8x5 Next Business Day ("NBD") maintenance uses ProMET® Remote Standard Service and 24x7 on-site maintenance uses ProMET® On-Site Premium Service.

2.3 Upgrade. During a Service Term, Customer may upgrade its Managed Data Bundle to a higher bandwidth (a "Bandwidth Upgrade") if the Managed Data Bundle has been installed at least three months; provided, however, Customer may not upgrade an ELA speed to NxDS1 or DS3. A "Managed Upgrade" means Customer may upgrade an existing Data Bundle Standard or a Data Bundle Pro to a Managed Data Bundle at the same bandwidth level or as a Bandwidth Upgrade if Customer orders the Managed Upgrade within this Attachment's Offer Period. Customer may upgrade from an existing Data Bundle Pro to a Managed Data Bundle at the same bandwidth without restarting a new Service Term for the upgraded Managed Data Bundle. Bandwidth Upgrades and Managed Upgrades are referred to as "Upgrades." Customer may need to amend the Agreement to adjust the Term with an Upgrade. Customer may upgrade a Managed Data Bundle with 8x5 NBD maintenance to 24x7 on-site maintenance without restarting a new Service Term if Customer: (a) has a location and Rental CPE that qualifies, (b) keeps the same bundle type and bandwidth and (c) pays the Upgrade NRC. All other Upgrades are subject to the Upgrade NRC and must keep the same CPE Rental brand. Customer is not required to begin a new Service Term if both the Local Access circuit and the Rental CPE device do not change as part of the upgrade. CenturyLink may replace Customer's existing Rental CPE to support the higher bandwidth or a different bundle and Customer must return the existing Rental CPE to CenturyLink within 15 calendar days after the new Rental CPE is installed.

CENTURYLINK IQ® MANAGED DATA BUNDLE OFFER ATTACHMENT

2.4 Moves. Customer may move a Managed Data Bundle to a different Service Address within the same wire center ("Move"). Such Move will not restart the Service Term. Customer must submit notice to CenturyLink at least 30 days before the requested Move date. Local Access ancillary charges may apply.

2.5 Relocation. Customer may relocate a Managed Data Bundle to a domestic Service Address outside of the wire center ("Relocation") if Customer: (a) is relocating a Managed Data Bundle that was installed at the old Service Address for at least 12 months, (b) submits the order for the new Service Address and the disconnect order for old Service Address at the same time, (c) submits a new order for a Bandwidth Upgrade or the same Managed Data Bundle, (d) pays the Upgrade NRC, and (e) follows the standard Upgrade process, if applicable. The Service Term will restart for a Relocation and must be the same or longer than the existing Service Term. If Customer had 24x7 on-site maintenance at the old Service Address and 24x7 on-site maintenance is not available at the new Service Address as a part of a Relocation, Customer may order a Managed Data Bundle with standard 8x5 NBD maintenance. Customer may be required to use the original Rental CPE at Customer's new Service Address if CenturyLink determines that new or different Rental CPE is not necessary. If Customer requires on-site assistance from CenturyLink to install the Rental CPE at the new Service Address, an additional dispatch fee will apply.

3. Pricing. Customer will pay the rates set forth in a quote or, if applicable, as set forth in Addendum A. A Managed Data Bundle quote is a service order request submitted on a form issued by CenturyLink and signed by Customer that includes the type and details of the specific Managed Data Bundle ordered by Customer. CenturyLink will waive CenturyLink IQ Networking Port install NRCs and Local Access install NRCs. CenturyLink will not waive any Local Access ancillary charges, including Construction charges. Quotes will be governed by the terms and conditions set forth in the Agreement, the applicable Service Exhibits and this Offer Attachment.

3.1 If Customer wishes to order a new Managed Data Bundle or modify an existing Managed Data Bundle as an Upgrade, Move, or Relocation, Customer must (i) sign a new quote that includes the type and details of the updated Managed Data Bundle or, (ii) if Addendum A applies and the new Managed Data Bundle type is not shown in Addendum A, enter into a separate written amendment. If there is a conflict between a signed quote and Addendum A, the quote will apply to the Upgrade or the new Managed Data Bundle that is specified on the quote.

3.2 Managed Data Bundle Pricing. The Managed Data Bundle Port MRC includes the MRCs for the Managed Data Bundle Port, Rental CPE and NMS Select Management or Comprehensive Management. CenturyLink will waive End-to-End Performance Reporting MRCs. The Managed Data Bundle pricing is exclusive of, and may not be combined any current offers, promotions, or discounts and will only be applied in lieu of any such discounts except the offer in this Attachment may be combined with certain CenturyLink Long Distance and Toll Free offers and the CenturyLink IQ Networking Transition Offer. After the Service Term for a Managed Data Bundle expires, CenturyLink may modify pricing for the Managed Data Bundle. Upgrades and additional Managed Data Bundle orders after an initial order may be subject to then-current Managed Data Bundle pricing.

3.3 Local Access Pricing. Local Access rates are in the quote or in Addendum A.

3.4 Upgrade NRC. Customer must pay the NRC in the table in this section for any Upgrade.

Description	Promo code	NRC
Upgrade NRC	iQBundleUPGR	\$275.00

4. Term; Cancellation.

4.1 Term. The term of an individual Managed Data Bundle begins on the date CenturyLink notifies Customer that a Managed Data Bundle is provisioned and ready for use ("Start of Service Date") and will continue for the number of month as specified in Customer's order for a Managed Data Bundle ("Service Term"). The Service Term is indicated in the Quote or pricing table in Addendum A. If the CenturyLink IQ Networking Transition Offer and this Managed Data Bundle offer both apply to a Port, the Eligible Service Minimum Term set forth in the Transition Offer will be the "Service Term" if it is greater than the Managed Data Bundle Service Term. Upon expiration of a Service Term, the Managed Data Bundle will remain in effect on a month-to-month basis until canceled by either party with 60 days' prior notice.

4.2 Cancellation. Upon cancellation of a Managed Data Bundle, Customer will remain liable for charges accrued but unpaid as of the cancellation date. If a Managed Data Bundle is canceled by Customer other than for Cause, or by CenturyLink for Cause, before the conclusion of its Service Term, Customer will pay: (a) a Managed Data Bundle Port Cancellation Charge equal to the sum of: (1) all unpaid amounts for Service actually provided; (2) 100% of the remaining monthly recurring charges for months 1-12 of the Service Term; (3) 50% of the remaining monthly recurring charges for month 13 through the end of the Service Term; and (4) if not recovered by the foregoing, any termination liability payable to third parties resulting from the termination and any out-of-pocket costs of construction to the extent such construction was undertaken to provide Service hereunder and (b) the Local Access Cancellation Charges set forth in the Local Access Service Exhibit. "Cause" means the failure of a party to perform a material obligation under the Agreement, which failure is not remedied: (a) for payment defaults by Customer, within five days of separate written notice from CenturyLink of such default; or (b) for any other material breach, within 30 days after written notice (unless a shorter notice period is identified in a Service Attachment). If a Cancellation Charge requires Customer to pay the amount of any waived or discounted NRC, the Cancellation Charge will be (a) the difference between \$500 and the NRC amount shown in the Managed Data bundle quote or Order Form or (b) an amount equal to the NRC shown on the Product Pricer quote.

1. Waiver of Cancellation Charges.

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- (a) Upgrade.** When Customer Upgrades at the same Service Address, CenturyLink will waive (i) the Managed Data Bundle Port Cancellation Charge, (ii) Local Access Cancellation Charge for ELA Managed Data Bundles installed for at least 12 months, and (iii) Local Access Charges for all other Managed Data Bundles.
- (b) Moves.** When Customer's bundle type and bandwidth remain the same in a Move, CenturyLink will waive both the Managed Data Bundle Port Cancellation Charge and Local Access Cancellation Charge.
- (c) Relocation.** When Customer has a Relocation, CenturyLink will waive (i) the Managed Data Bundle Port Cancellation Charge and (ii) the Local Access Cancellation Charges for DS1 through 8xDS1 Managed Data Bundles installed for at least 12 months. CenturyLink will not waive Local Access Cancellation Charges for Relocations of DS3 or Ethernet Managed Data Bundles.

4.4 Rental CPE Purchase. Upon completion of a Service Term, Customer may purchase Rental CPE at its fair market value. If Customer intends to purchase Rental CPE, Customer must notify CenturyLink of such intention at least 60 days before the end of the Service Term. Customer will purchase Rental CPE on an "as-is" basis, with no representations or warranties of any kind, including no warranties of merchantability or fitness for a particular purpose or representation that any software license associated with the CenturyLink provided CPE is transferrable to Customer. Title and responsibility of the applicable Rental CPE will immediately transfer to Customer upon CenturyLink's receipt of payment. Once Customer assumes title of Rental CPE, CenturyLink will no longer provide maintenance support or any configuration changes. Customer will be responsible for purchasing or providing any separate maintenance and any software licenses for all purchased Rental CPE. NMS will continue on the purchased Rental CPE as part of the Managed Data Bundle package only if Customer purchases separate maintenance. Customer is also responsible for proper disposal of all purchased Rental CPE, and hereby releases CenturyLink from all and any liability relating in any way to the purchased Rental CPE.

5. Add-On Connection. Customer may add optional, CenturyLink-approved CPE cards as shown below ("Add-On Connection Cards") to certain Rental CPE if the following conditions are met: (a) the Rental CPE is associated with Managed Data Bundle, (b) there is an available slot in the Rental CPE, (c) Customer purchases the Add-On Connection Card through CenturyLink, and (d) the Add-On Connection Card is from the same manufacturer as the Rental CPE. Add-On Connection Cards are not covered under Rental CPE maintenance SLAs. CenturyLink will drop-ship Add-On Connection Cards to Customer. Customer may purchase on-site installation through CenturyLink or Customer may install the Add-On Connection Cards. If Customer installs any Add-On Connection Cards, Customer must follow CenturyLink provided directions and Customer waives any claim against CenturyLink or the Add-On Connection Card's manufacturer for maintenance, repair, loss, or damage to the Rental CPE. CenturyLink will support additional configurations for Add-On Connection Cards as part of the 12 or 24 configuration changes per year associated with the Rental CPE. Customer must remove the Add-On Connection Card from the original Rental CPE device before shipping the Rental CPE back to CenturyLink or CenturyLink associated vendor. CenturyLink is not responsible for the loss of any Add-On Connection Cards. The Add-On Connection Cards and CenturyLink on-site installation are provided under a separate CenturyLink Service Exhibit with separate charges.

Rental CPE Routers that Support Add-On Connection Cards	
Router	CenturyLink IQ Data Bundle Bandwidth
ADTRAN 4430	5xDS1 through 8xDS1
ADTRAN 1335POE	Up to 10 Mbps
ADTRAN 5305	DS3
ADTRAN 5660 w/ SBC and ADTRAN 5660	100 Mbps through 1 Gbps in 100 Mbps increments
Cisco 4431-SEC	100 Mbps through 1Gbps in 100Mbps increments

CenturyLink-approved Add-On Connection Cards	
Cisco	ADTRAN
HWIC-1DSU-T1 VWIC3-2MFT-T1/E1 SM-X-1T3/E3 EHWIC-4G-LTE-VZ EHWIC-4ESG HWIC-2FE EHWIC-1GE-SFP-CU GLC-LH-SMD GLC-SX-MMD NIM-1MFT-T1/E1 NIM-2MFT-T1/E1 NIM-4MFT-T1/E1 NIM-ES2-4 NIM-1GE-CU-SFP NIM-2GE-CU-SFP	1202862L1 (Single T1 NIM) 1202872L1 (Dual T1 NIM) 1200481E1 (1000BASELX LC SFP) 1200480E1 (1000BASESX LC SFP)

(a) Replacement Program. CenturyLink will replace a defective Add-On Connection Card within 15 business days after CenturyLink and Customer mutually determine that the Add-On Connection Card should be replaced. The replacement program will no longer apply if Customer purchases the Rental CPE device. The NRC for the replacement program is in the table in this section.

Description	NRC
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Add-On Connection Card Replacement Program	\$50.00 per Add-On Connection Card
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6. Miscellaneous. All other terms not specifically set forth in this Attachment, including without limitation, any other rate elements, are as stated in the Agreement and Service Exhibits and will remain in effect. The Managed Data Bundle Pricing will become effective as soon as practicable, but in no event later than the second full billing cycle following the Agreement or Amendment Effective Date.

7. Other Terms.

7.1 General. Any references to a Revenue Commitment or Contributory Charges will not apply to this Service Exhibit.

7.2. Cancellation and Termination Charges. This section replaces Section 4.6, the Cancellation and Termination Charges set forth in the Agreement:

Termination. Either party may terminate an individual Service: (a) as set forth above with 60 days' prior written notice to the other party, or (b) for Cause. If an individual Service is terminated by Customer for any reason other than for Cause or by CenturyLink for Cause prior to conclusion of the applicable Service Term, then Customer will pay the Cancellation Charges set forth above, in addition to any and all charges that are accrued but unpaid as of the termination date. If the Agreement is terminated by Customer for any reason other than for Cause, or by CenturyLink for Cause prior to the conclusion of the Service Term, all Services are deemed terminated, and Customer will pay the Cancellation Charges set forth above, in addition to any and all charges that are accrued but unpaid as of the termination date.

7.3 Installation, Maintenance and Repair. The following are supplemental terms to the Scheduled Maintenance and Local Access section of the Agreement: (a) Provision of Services is subject to availability of adequate capacity and CenturyLink's acceptance of a complete Order Form and (b) Customer is responsible for any facility or equipment repairs on Customer's side of the demarcation point. Customer may request a technician dispatch for Service problems. Before dispatching a technician, CenturyLink will notify Customer of the dispatch fee. CenturyLink will assess a dispatch fee if it determines the problem is on Customer's side of the demarcation point or was not caused by CenturyLink's facilities or equipment on CenturyLink's side of the demarcation point. "Order Form" includes both order request forms and quotes issued by CenturyLink.

7.4 Service Notices. Notices for disconnection of Service must be submitted to CenturyLink via Email at: BusinessDisconnects@Centurylink.com. Notices for billing inquiries/disputes or requests for Service Level credits must be submitted to CenturyLink via Customer's portal at <https://www.centurylink.com/business/login/> or via Email at: Care.Inquiry@Centurylink.com. All other routine operational notices will be provided by Customer to its CenturyLink sales representative.

7.5 CPNI. CenturyLink is required by law to treat CPNI confidentially. Customer agrees that CenturyLink may share CPNI within its business operations (e.g., wireless, local, long distance, and broadband services divisions), and with businesses acting on CenturyLink's behalf, to determine if Customer could benefit from the wide variety of CenturyLink products and services, and in its marketing and sales activities. Customer may withdraw its authorization at any time by informing CenturyLink in writing. Customer's decision regarding CenturyLink's use of CPNI will not affect the quality of service CenturyLink 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.

LOCAL ACCESS SERVICE EXHIBIT

1. General. This Service Exhibit is applicable only where Customer orders CenturyLink Local Access Service (the "Service") and incorporates the terms of the Master Service Agreement or other service agreement and the RSS under which CenturyLink provides services to Customer (the "Agreement"). CenturyLink may subcontract any or all of the work to be performed under this Service Exhibit. All capitalized terms that are used but not defined in this Service Exhibit are defined in the Agreement or Order.

2. Service Description and Availability.

2.1 Description. Service provides the physical connection between the Service Address and the CenturyLink Domestic Network. If a generic demarcation point (such as a street address) is provided, the demarcation point for On-Net Access will be CenturyLink's Minimum Point of Entry (MPOE) at such location (as determined by CenturyLink). Off-Net Access demarcation points will be the off-net vendor's MPOE. If the Order identifies aspects of services that are procured by Customer directly from third parties, CenturyLink is not liable for such services. Customer may request additional wiring from the demarcation point to Customer's network interface equipment (where available). If Customer requests additional wiring, CenturyLink will notify Customer of the charge to be billed to Customer. Customer may either approve or disapprove CenturyLink providing the additional wiring. Additional wiring could entail electrical or optical cabling into 1) existing or new conduit or 2) bare placement in drop down ceilings, raised floors, or mounted to walls/ceilings. Once Service is accepted by Customer, the additional wiring then becomes property of and maintained by Customer. CenturyLink will maintain Service to the demarcation point only. Customer is responsible for any facility or equipment maintenance and repairs on Customer's side of the demarcation point. All equipment owned by CenturyLink remains property of CenturyLink. Customer disclaims any interest in any equipment, property or licenses used by CenturyLink to provide Service. CenturyLink will not provide Service to a residential location, even if business is conducted at that location. Service is not a standalone service and Customer must purchase the Service in connection with another CenturyLink service for which a local loop is required.

2.2 Types of Service Technologies. CenturyLink uses the following different technologies to provide Service. Some technologies or speeds may not be available in all areas or with certain types of Service.

(a) Special Access. "Special Access" means Service using digital signal bandwidths DS0, DS1 and DS3 or Optical Carrier signal bandwidths OC3, OC12, OC48 and OC192.

(b) Ethernet Local Access ("ELA"). ELA means Service under Ethernet technology and is available at bandwidths varying from 1 Mbps to 1,000 Mbps (1G) and 10G (Cross-Connect Access only).

(c) Wavelength Local Access. "Wavelength Local Access" means Service using wave division multiplexing technology. Wavelength Local Access is available at bandwidths of 1 GbE, 10 GbE LAN PHY, 2.5 G (OC48), 10 GbE WAN PHY (OC192), 40G, OTU1, OTU2, OTU3, 1G, 2G, 4G and 10G.

(d) DSL Local Access. "DSL Local Access" means access using digital subscriber line ("DSL") technology. DSL Local Access is available at bandwidths varying from 128 kbps/64 kbps to 15000 Mbps/1000 Mbps.

2.2.1 Use of IP Connection. In some locations, CenturyLink will enable the Service using "IP Connection" which is a Layer 3, symmetrical functionality that utilizes established IP and MPLS transport technologies. In such cases, Customer agrees that it will use IP Connection functionality only for the provision of either: (i) wireline broadband Internet access (as defined in applicable Federal Communications Commission orders and regulations), or (ii) wireline broadband Internet access plus additional information services, with wireline broadband Internet access constituting a principal use. CenturyLink can provision IP Connection functionality over multiple designs with MPLS transport supporting speeds up to 1G/1G.

2.3 Types of Service. CenturyLink offers the following three types of Service: CenturyLink Provided Access, Customer Provided Access or Cross-Connect Access.

2.3.1 CenturyLink Provided Access. "CenturyLink Provided Access" or "CLPA" means either On-Net Access or Off-Net Access. "On-Net Access" is provided on the CenturyLink owned and operated network. Any access not provided on the CenturyLink owned and operated network is "Off-Net Access." Customer may request a Preferred Provider for Off-Net Access from a list of available providers with whom CenturyLink has interconnect agreements. CenturyLink will attempt to use Customer's Preferred Provider, but both final routing and the provider actually used will be chosen by CenturyLink. If CenturyLink is unable to use Customer's Preferred Provider for a specific Service Address as designated in the pricing attachment or a quote, then the rate for Service at that Service Address may be subject to change. Where available for Special Access, ELA and Wavelength Local Access, Customer may request CenturyLink to provide a separate fiber facility path for a protection system between the local access provider's serving wire center and the Service Address ("Protect Route"). Protect Route uses backup electronics and two physically separate facility paths in the provisioning of Service. If the working facility or electronics fail, or the Service performance becomes impaired, the facility is designed to automatically switch to the Service protect path in order to maintain a near-continuous flow of information between locations. Special Access and ELA are also generally available as a central office meet point at a local access provider central office to which Customer has a dedicated connection. Unless otherwise covered by another SLA, On-Net Access is subject to the On-Net Local Access Service Level Agreement located at <http://www.centurylink.com/legal/docs/Local-Access-SLA.pdf>, which is subject to change.

2.3.2 Customer Provided Access. "Customer Provided Access" or "CPA" means a local loop that Customer orders from a local access provider to connect Customer's premises to the CenturyLink Domestic Network at a connection point specified by CenturyLink. CenturyLink will provide Customer with a limited letter of agency ("LOA"), which is incorporated by this reference, authorizing Customer to act as CenturyLink's agent so that Customer's local access provider will connect Customer's premises to the CenturyLink Domestic Network. Customer will also need to execute a CPA-DAR Addendum for CPA POP with ELA or Wavelength Local Access. Customer

LOCAL ACCESS SERVICE EXHIBIT

will pay a CPA charge to CenturyLink when Customer uses the following: (a) Special Access CPA dedicated facilities or ELA CPA virtual local area network ("VLAN"), both of which are dedicated entrance facilities CenturyLink leases from a local access provider and that carry traffic only from CenturyLink; or (b) ELA CPA POP, which requires CenturyLink to provide space and power for the local access provider to install Ethernet equipment; or (c) Wavelength Local Access. Customer will pay a CPA charge to CenturyLink when Customer uses Special Access CPA non-dedicated facilities owned by local access providers and that carry traffic from multiple carriers, including CenturyLink, if the provider charges CenturyLink for those facilities. CPA ELA VLAN is an access type where CenturyLink will provision and assign an Ethernet virtual circuit from a CenturyLink POP to a Customer designated Ethernet facility leased from a common Ethernet service provider. This access will be used to connect to a CenturyLink VLAN assignment on a CenturyLink IQ® Networking Private Port or E-Line. CenturyLink will not bill customer a CPA charge for an IP layer 3 expansion site because Customer, not CenturyLink, is responsible for ordering a cross-connect from the IP layer 3 expansion site manager to meet CenturyLink in the IP layer 3 expansion site's meet-me-room. CPA is the responsibility of Customer and CenturyLink will not pay for or troubleshoot components of CPA.

2.3.3 Cross-Connect Access. "Cross-Connect Access" or "XCA" means: (a) an intra-POP connection between certain Customer facilities with direct access to the CenturyLink Domestic Network and the CenturyLink backbone access point (either (i) located within CenturyLink's transport area where CenturyLink allows Customer to bring its own fiber directly to the CenturyLink fiber under an executed Direct Connect Agreement ("Direct Connect") or (ii) in an area where Customer has leased space in a CPOP, a remote collocation site, or a collocation hotel under a Telecommunications Collocation License Agreement or (b) a connection between a CenturyLink-determined data center and a CenturyLink IQ Networking Port, Optical Wavelength Service ("OWS"), or E-Line ("Data Center Access") under an executed CenturyLink TS Service Exhibit with a CenturyLink IQ Networking, OWS or E-Line Service Exhibit. Data Center Access is available in bandwidths of 100 Mbps, 1G, and 10G (CenturyLink IQ Networking and OWS only). Direct Connect requires splicing of Customer and CenturyLink fibers and cross-connection of individual circuits.

2.4 RSS. Customer understands that Service is an interstate telecommunications service, as defined by Federal Communications Commission regulations and represents while using the Service, more than 10% of its usage will be interstate usage.

3. Ordering. Customer may submit requests for Service in a form designated by CenturyLink ("Order"). CenturyLink will notify Customer of acceptance of an Order for Service by delivering (in writing or electronically) the date by which CenturyLink will install Service (the "Customer Commit Date"), or by delivering the Service. Provision of Services is subject to availability of adequate capacity and CenturyLink's acceptance of an Order. In lieu of installation Service Level credits, if CenturyLink's installation of Service is delayed by more than 30 business days beyond the Customer Commit Date, Customer may terminate the affected Service without liability upon written notice to CenturyLink, provided such written notice is delivered prior to CenturyLink delivering a Connection Notice for the affected Service. This termination right will not apply where CenturyLink is constructing facilities to a new location not previously served by CenturyLink.

4. Charges. Customer will pay the rates set forth in the attached pricing attachment or a quote or Order if the rates for Service at a particular Service Address are not included in the pricing attachment, and all applicable ancillary Service charges. CenturyLink invoices MRCs in advance and NRCs in arrears. If the delivery of a Connection Notice for any Service falls on any day other than the first day of the month, the first invoice to Customer will consist of: (a) the pro-rata portion of the applicable MRC covering the period from the delivery of the Connection Notice to the first day of the subsequent month; and (b) the MRC for the following month. Charges for Service will not be used to calculate Contributory Charges. Customer will receive the rates for Service as shown on the pricing attachment regardless of whether an NPA/NXX split or overlay occurs. If CenturyLink cannot complete installation due to Customer delay or inaction, CenturyLink may begin charging Customer and Customer must pay such charges.

4.1 Ancillary Charges. Ancillary charges applicable to Service include but are not limited to those ancillary services set forth in this section. If an ancillary charge applies in connection with provisioning a particular Service, CenturyLink will notify Customer of the ancillary charge to be billed to Customer. Customer may either approve or disapprove CenturyLink providing the ancillary service.

(a) Expedite. A local loop expedite charge applies to Orders where Customer requests the delivery of Service one or more days before the Customer Commit Date. Customer may only request to expedite CenturyLink Provided Access of Special Access and ELA Orders (where underlying local access provider allows CenturyLink to order an expedited service.)

(b) Construction. Construction charges apply if; (i) special construction is required to extend Service to the demarcation point; or (ii) other activities not covered under the Building Extension Service Service Schedule are required beyond the demarcation point, that cause CenturyLink to incur additional expenses for provisioning the Service ("Construction"). If Customer does not approve of the Construction charges after CenturyLink notifies Customer of the charges, the Service ordered will be deemed cancelled.

(c) Multiplexing. Customer may request multiplexing for Special Access where available. CenturyLink will multiplex lower level local loop into a higher local loop, or vice-versa, for an additional charge. CenturyLink offers multiplexing at a CPOP, at an On-Net Access building or at an ILEC/CLEC facility providing the Off-Net Access. For multiplexing at a CenturyLink On-Net Access building, CenturyLink provides multiplexed circuit handoffs to Customer at the same On-Net Access Service Address. For multiplexing at ILEC/CLEC facility, CenturyLink facilitates the delivery of multiplexed circuit handoffs to Customer at a single Service Address or at multiple Service Addresses per Customer's request. Multiplexing is generally available at DS1 and OCn circuit levels. Pricing for multiplexing at an ILEC/CLEC facility is on an individual case basis.

(d) Changes. Ancillary change charge applies where Customer requests CenturyLink to change a local loop to a different Service Address that is within the same Customer serving wire center as the existing local loop, but a Cancellation Charge does not apply.

LOCAL ACCESS SERVICE EXHIBIT

5. Term; Cancellation.

5.1 Term. The term of an individual Service continues for the number of months specified in the attached pricing attachment for a particular Service Address or a quote or Order for Service issued by CenturyLink if the rates for Service at a particular Service Address are not included in the pricing attachment ("Service Term"). Excluding voice loops and Data Center Access with a month-to-month Service Term, the Service Term will not be less than 12 months. Service will continue month-to-month at the expiration of the Service Term at the existing rates, subject to adjustment by CenturyLink on 30 days' written notice.

5.2 Cancellation and Termination Charges.

(a) Customer may cancel an Order (or portion thereof) prior to the delivery of a Connection Notice upon written notice to CenturyLink identifying the affected Order and Service. If Customer does so, Customer will pay CenturyLink a cancellation charge equal to the sum of: (1) for Off-Net Access, third party termination charges for the cancelled Service; (2) for On-Net Access one month's monthly recurring charges for the cancelled Service; (3) the non-recurring charges for the cancelled Service; and (4) CenturyLink's out-of-pocket costs (if any) incurred in constructing facilities necessary for Service delivery.

(b) Customer may terminate a specified Service after the delivery of a Connection Notice upon 30 days' written notice to CenturyLink. If Customer does so, or if Service is terminated by CenturyLink as the result of Customer's default, Customer will pay CenturyLink a termination charge equal to the sum of: (1) all unpaid amounts for Service actually provided; (2) 100% of the remaining monthly recurring charges for months 1-12 of the Service Term; (3) 50% of the remaining monthly recurring charges for month 13 through the end of the Service Term; and (4) if not recovered by the foregoing, any termination liability payable to third parties resulting from the termination and any out-of-pocket costs of construction to the extent such construction was undertaken to provide Service hereunder. The charges in this Section represent CenturyLink's reasonable liquidated damages and are not a penalty.

(c) Customer Provided Access—Cancellation of Connectivity after Delivery of a Connection Notice. To cancel CPA, Customer must provide CenturyLink with a written disconnect firm order confirmation ("DFOC") notice from Customer's CPA provider along with notice to cancel the CPA. If Customer fails to provide CenturyLink with the DFOC notice within 30 calendar days after CenturyLink's receipt of the notice to cancel the CPA, or if CenturyLink disconnects CPA for Cause, then CenturyLink may disconnect the CPA or require the CPA provider to do so. Customer will remain liable for charges for the connectivity to CPA (even if Customer cannot use the CPA) until: (i) Customer furnishes the required DFOC to CenturyLink; or (ii) either party cancels the associated CPA with the CPA provider.

6. Provisioning, Maintenance and Repair. CenturyLink may re-provision any local access circuits from one off-net provider to another or to On-Net Access and such changes will be treated as scheduled maintenance. Scheduled maintenance will not normally result in Service interruption. If scheduled maintenance requires Service interruption CenturyLink will: (1) provide Customer seven days' prior written notice, (2) work with Customer to minimize interruptions and (3) use commercially reasonable efforts to perform such maintenance between midnight and 6:00 a.m. local time. Customer may request a technician dispatch for Service problems. Before dispatching a technician, CenturyLink will notify Customer of the dispatch fee. CenturyLink will assess a dispatch fee if it determines the problem is on Customer's side of the demarcation point or was not caused by CenturyLink's facilities or equipment on CenturyLink's side of the demarcation point. If third-party local access services are required for the Services, Customer will: (4) provide CenturyLink with circuit facility and firm order commitment information and design layout records to enable cross-connects to CenturyLink Service(s) (provided by CenturyLink subject to applicable charges), (5) cooperate with CenturyLink (including changing demarcation points and/or equipment and providing necessary LOAs) regarding circuit grooming or re-provisioning, and (6) where a related Service is disconnected, provide CenturyLink a written DFOC from the relevant third-party provider.

7. Other Terms.

7.1 General. Any references to a Revenue Commitment or Contributory Charges will not apply to this Service Exhibit.

7.2 Cancellation and Termination Charges. This Section replaces the Cancellation and Termination Charges Section in the Agreement:

Termination. Either party may terminate a specified Service: (a) as set forth above with 60 days' prior written notice to the other party, or (b) for Cause. Customer may cancel an Order (or portion thereof) for Service prior to the delivery of a Connection Notice upon written notice to CenturyLink identifying the affected Order and Service. If Customer does so, Customer will pay CenturyLink the termination charges set forth above, in addition to any and all charges that are accrued but unpaid as of the termination date. If the Agreement is terminated by Customer for any reason other than for Cause, or by CenturyLink for Cause prior to the conclusion of the Term, all Services are deemed terminated, and Customer will pay the termination charges set forth above, in addition to any and all charges that are accrued but unpaid as of the termination date. "Cause" means the failure of a party to perform a material obligation under the Agreement, which failure is not remedied: (a) for payment defaults by Customer, within five days of separate written notice from CenturyLink of such default; or (b) for any other material breach, within 30 days after written notice (unless a shorter notice period is identified in a Service Attachment).

7.3 Out-of-Service Credit. For Services without a Service Level or applicable out-of-service credit for service interruption in a Tariff, this Out-of-Service Credit is the Service Level provision for purposes of the Agreement. Customer must request the Out-of-Service Credit and open a trouble ticket to report to CenturyLink the interruption of Service to CenturyLink. If CenturyLink causes Downtime, CenturyLink

LOCAL ACCESS SERVICE EXHIBIT

will give Customer a credit; such credit will be paid as a percentage of the Customer's MRC based on the ratio of the number of minutes of Downtime relative to the total number of minutes in the month when the Downtime occurred. No credits will be given where the Downtime 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 CenturyLink 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 CenturyLink with accurate, current contact information; (f) CenturyLink'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) CenturyLink's termination of Service for Cause or Customer's violation of the Use of Service provisions in this Appendix or in the applicable Service Exhibit; or (i) improper or inaccurate network specifications provided by Customer. "Downtime" is an interruption of Service confirmed by CenturyLink that is measured from the time Customer opens a trouble ticket with CenturyLink to the time Service has been restored. "Cause" means the failure of a party to perform a material obligation under the Agreement, which failure is not remedied: (a) for payment defaults by Customer, within five days of separate written notice from CenturyLink of such default; or (b) for any other material breach, within 30 days after written notice.

7.4 Service Notices. Notices for disconnection of Service must be submitted to CenturyLink via Email at: BusinessDisconnects@Centurylink.com. Notices of non-renewal for Services must be sent via e-mail to: CenturyLink, Attn.: CenturyLink NoRenew, e-mail: Norenew@centurylink.com. Notices for billing inquiries/disputes or requests for Service Level credits must be submitted to CenturyLink via Customer's portal at <https://www.centurylink.com/business/login/> or via Email at: Care.Inquiry@Centurylink.com. All other routine operational notices will be provided by Customer to its CenturyLink sales representative.

7.5 Acceptable Use Policy and Use of Service. CenturyLink may also terminate Service for Cause under this Section where Customer's use of the Service: (a) is contrary to the Acceptable Use Policy incorporated by this reference and posted at <http://www.centurylink.com/legal/>, (b) constitutes an impermissible traffic aggregation or Access Arbitrage, (c) avoids Customer's obligation to pay for communication services, and (d) violates the Use of Service terms or compliance terms. Customer may have obligations under 47 CFR 9.5 relating to 911 if Customer combines the Service with other products creating a VoIP or VoIP-like service that facilitates the transmission of voice services.

7.6 CPNI. CenturyLink is required by law to treat CPNI confidentially. Customer agrees that CenturyLink may share CPNI within its business operations (e.g., wireless, local, long distance, and broadband services divisions), and with businesses acting on CenturyLink's behalf, to determine if Customer could benefit from the wide variety of CenturyLink products and services, and in its marketing and sales activities. Customer may withdraw its authorization at any time by informing CenturyLink in writing. Customer's decision regarding CenturyLink's use of CPNI will not affect the quality of service CenturyLink 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.

7.7 Conflicts. If a conflict exists among the provisions of the Service Attachments, the order of priority will be as follows: the Service Exhibit and then the Agreement.

7.8 Fees. Charges for certain Services are subject to (a) a property tax surcharge and (b) a cost recovery fee per month to reimburse CenturyLink for various governmental taxes and surcharges. Such charges are subject to change by CenturyLink 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 <http://www.centurylink.com/taxes>. Additional rates, charges and fees for Service elements not identified in the Agreement are located in the applicable Tariff. "Tariff" includes as applicable: CenturyLink state tariffs, price lists, price schedules, administrative guidelines, catalogs, and rate and term schedules incorporated by this reference and posted at <http://www.centurylink.com/tariffs>.

8. Definitions.

"CenturyLink Domestic Network" means the CenturyLink network located within the contiguous U.S., Alaska and Hawaii, which is comprised only of physical media, including switches, circuits, and ports that are operated by CenturyLink.

"CPOP" means a CenturyLink-owned physical point of presence that lies directly on the CenturyLink Domestic Network where direct interconnection between the CenturyLink Domestic Network and a local access provider's network is possible.

"Service Address" means the building where Customer receives Service. Only a building that is classified by CenturyLink as a business address can be a Service address.

**CENTURYLINK® METRO DARK FIBER SERVICE – LEASE (NORTH AMERICA)
SERVICE SCHEDULE**

1. General. This Service Schedule is applicable only where Customer orders CenturyLink Metro Dark Fiber Service - Lease (North America) ("Metro Dark Fiber Service") on a lease basis in North America and incorporates the terms of the Master Service Agreement or other service agreement under which CenturyLink provides services to Customer (the "Agreement"). The Services will be provided by Level 3 Communications, LLC, an affiliate of CenturyLink Communications, LLC ("CenturyLink"). Level 3 Metro Dark Fiber Service - Lease (North America) may be designated as (3)LinkSM Dark Fiber Service in customer orders, order acceptance, service delivery, billing and related documents. CenturyLink may subcontract any or all of the work to be performed under this Service Schedule.

2. Definitions. All capitalized terms that are used but not defined in this Service Schedule are defined in the Agreement or Order.

"Acceptance Date" means the date when Customer delivers (or is deemed to have delivered) notice of acceptance of a Connection Notice with respect to a Segment in accordance with Section 9.

"Cable" means the high fiber count fiber optic cable owned by CenturyLink.

"Costs" means the actual direct costs paid or payable in accordance with the procedures generally used by CenturyLink in billing third parties for reimbursable projects, including the following: (A) the direct costs and out-of-pocket expenses on a direct pass-through basis, plus (B) 30% of the amount set forth in (A) above for project planning expenses and internal labor costs, including wages, salaries, benefits and overhead of CenturyLink's personnel.

"Customer Commit Date" or "CCD" means the date that the Metro Dark Fiber Service will be available to Customer as set forth in the Customer Welcome Letter, subject to force majeure events.

"Customer Fibers" means the number of fibers set forth in a Customer Order to be specifically identified in the Cable between the Segment End Points for a particular Segment.

"Dark Fiber" means fiber provided without electronic and/or optronic equipment and which is not "lit" or activated.

"Governmental Authority" means any federal, state, regional, county, city, municipal, local, territorial, or tribal government, whether foreign or domestic, or any department, agency, bureau or other administrative or regulatory body obtaining authority from any of the foregoing, including courts, public utilities and sewer authorities.

"Installation Fee" means the non-recurring charge for the provisioning of the Customer Fibers for Customer's use.

"Lateral Segment" means a Segment that connects the metropolitan backbone of the CenturyLink System to a location where CenturyLink has already completed construction at the time of Customer's request.

"Lease Fee" means the fee specified in a Customer Order.

"CenturyLink System" means CenturyLink's multi-conduit fiber optic communications system.

"Loop" means a group of Segments as delineated in a Customer Order.

"Person" means any natural person, corporation, partnership, limited liability company, business trust, joint venture, association, company or Governmental Authority.

"Riser Segment" means a Segment that connects a Lateral Segment within a building to another location within the same building for which CenturyLink has completed construction at the time of request by Customer.

"Segment End Point Facilities" means such facilities (including gateways, synergy sites and terminal facilities but excluding regeneration facilities and opamp facilities) which are owned, leased or otherwise used by CenturyLink to accommodate or house switch equipment, fiber optic transmission and/or associated ancillary equipment to serve as a switch terminal, transport concentrator, hub terminal or junction.

3. System Route.

3.1 For each Customer Order executed by the parties, the CenturyLink System will connect the points identified on such Customer Order (each point in a Customer Order is called a Segment End Point, the route between the applicable Segment End Points is called a Segment). The CenturyLink System will include the Lateral Segments and Riser Segments (each of which will be considered a Segment for purposes hereof), if any, identified in each Customer Order.

3.2 Occupancy by Customer in any Segment End Point Facility will be subject to the execution of a Customer Order pursuant to the Service Schedule for CenturyLink Colocation Service under the Agreement.

4. Grant. As of the Lease Effective Date for each particular Segment of Customer Fiber delivered by CenturyLink to Customer hereunder, CenturyLink grants to Customer, and Customer acquires from CenturyLink, a lease ("Lease") to use, for the purposes described herein, the Customer Fibers as described in each Customer Order.

5. Fees.

5.1 Customer will pay the Installation Fee set forth in a Customer Order within five days of the execution of the Customer Order.

5.2 Customer will pay the Lease Fee set forth in a Customer Order. The Lease Fee will be due on the Acceptance Date for each Segment and monthly (in advance, on the first day of each month) thereafter during the Lease Term. If the Acceptance Date occurs other

**CENTURYLINK® METRO DARK FIBER SERVICE – LEASE (NORTH AMERICA)
SERVICE SCHEDULE**

than the first day of the month, then the first and final payment of the Lease Fee will be prorated. The Lease Fee will be due and payable in full, and Customer will have no right of offset or deduction with respect to any Lease Fee (or portion thereof) due hereunder.

5.3 Except for the Installation Fee, which will be due and payable no later than five days after the execution of a Customer Order, CenturyLink will send Customer invoices for payments of the Lease Fee and all other sums, costs, fees and expenses owed by Customer to CenturyLink hereunder, and Customer will pay such invoiced amounts in accordance with the Agreement.

6. Term and Early Termination.

6.1 The term for the Lease with respect to each Segment will commence on the first day when both (A) the Acceptance Date with respect to the Customer Fibers within a Segment has occurred and (B) CenturyLink has received payment of the Lease Fee for the first month (or portion thereof) with respect to such Segment then due to CenturyLink hereunder (the "Lease Effective Date"), and will expire on the date identified in the Customer Order (provided that the term of the Lease will not exceed 60 months for any Segment) (the "Lease Term"). Notwithstanding any Agreement Term set forth in the Agreement, the Agreement Term with respect to Metro Dark Fiber Service only will continue for the Lease Term.

6.2 Upon the expiration or termination of the Lease Term respecting a Segment as provided in this Service Schedule, all rights to the use of the Customer Fibers therein shall revert to CenturyLink without reimbursement of any of the Lease Fee or other sums, costs, fees or expenses previously made with respect thereto.

6.3 This Service Schedule will become effective on the Service Schedule Effective Date and will terminate on the date when all the Lease of the Segments have expired or terminated (subject always to the default termination procedures of the Agreement), except that those provisions of this Service Schedule which are expressly provided herein to survive such termination will remain binding on the parties hereto.

6.4 Customer may terminate the Lease for any Segment before end of the Lease Term upon 30 days' prior written notice to CenturyLink (in a form reasonably requested by CenturyLink). If Customer terminates the Lease or if delivery of the Customer Fibers in a Segment is terminated due to a failure of Customer to comply with the terms of this Service Schedule or any Customer Order, Customer will pay CenturyLink a termination charge equal to the sum of:

- A.** the Installation Fee for the cancelled Lease, if not already paid; and
- B.** the percentage of the monthly Lease Fees for the terminated Lease calculated from the effective date of termination as (1) 100% of the remaining monthly Lease Fees that would have been incurred for the Lease for months 1-12 of the Lease Term, plus (2) 50% of the remaining monthly Lease Fees that would have been incurred for the Lease for months 13 through the end of the Lease Term.

This Section 6.4 will govern the termination by Customer of Dark Fiber ordered hereunder in lieu of any other termination for convenience provisions of the Agreement.

7. Required Rights.

7.1 CenturyLink will obtain and maintain in full force and effect for and during the Lease Term of each Segment all rights, licenses, permits, authorizations, franchises, rights-of-way, easements and other approvals (collectively, the "Required Rights") that are necessary for CenturyLink to obtain in order to permit CenturyLink to construct, install and keep installed, and maintain the Customer Fibers within such Segment in accordance with this Service Schedule and to convey the Lease in the Customer Fibers to Customer and all other rights under this Service Schedule pursuant to the Lease. Customer will obtain and maintain in full force and effect for and during the Lease Term of each Segment all Required Rights that are necessary for Customer to obtain in order to use and operate the Customer Fibers.

7.2 To the extent CenturyLink is required under the terms and provisions of any Required Right to indemnify the grantor or provider thereof from and against any and all claims, suits, judgments, liabilities, losses and expenses arising out of service interruption, cessation, unreliability of or damage to the CenturyLink System, regardless of whether such claims, suits, judgments, liabilities, losses or expenses arise from the sole or partial negligence, willful misconduct or other action or inaction of such grantor or provider and its employees, servants, agents, contractors, subcontractors or other Persons using the property covered by such Required Right, Customer hereby releases such grantor or provider from, and hereby waives, all claims, suits, judgments, liabilities, losses and expenses arising out of service interruption, cessation, unreliability of or damage to the CenturyLink System regardless of whether such claims, suits, judgments, liabilities, losses or expenses arise from the sole or partial negligence, willful misconduct or other action or inaction, of such grantor or provider or its employees, servants, agents, contractors, subcontractors or other Persons using the property covered by such Required Right.

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8. Lateral and Riser Segments.

8.1 Each Lateral Segment will be constructed from a point on the metropolitan backbone of the CenturyLink System to a demarcation point identified in a Customer Order.

8.2 Each Riser Segment will be constructed from a Segment End Point within a facility to another demarcation point within the same facility as identified in each Customer Order.

9. Acceptance Testing and Completion.

9.1 CenturyLink will test the Customer Fibers in accordance with the procedures and standards specified in **Exhibit A** ("Acceptance Testing"), and CenturyLink will provide Customer with a copy of such test results for each Loop, Segment, Lateral Segment or Riser Segment so that test results may be reviewed in a timely manner. Customer will be responsible for the timely completion of any work or installation required for it to place the Customer Fibers into operation (and Customer's failure to complete such work shall not be grounds for rejection of a Connection Notice).

9.2 Upon the successful completion of Acceptance Testing respecting the Customer Fibers within a Segment, Lateral Segment or Riser Segment, CenturyLink will provide a Connection Notice to Customer. Customer will, within three days of receipt of the Connection Notice, either accept or reject the Connection Notice (and Customer will be permitted to reject only if Customer specifies a material failure of the Customer Fibers to satisfy the requirements of this Service Schedule) by delivery of written notice to CenturyLink. If Customer rejects the Connection Notice, CenturyLink will promptly, and at no cost of Customer, commence to remedy the defect or failure specified in Customer's notice. Thereafter CenturyLink will again conduct Acceptance Testing and (if successfully completed) provide Customer a Connection Notice with respect to such Segment, Lateral Segment or Riser Segment. The foregoing procedure will apply again and successively thereafter until CenturyLink has remedied all defects or failures specified by Customer. Any failure by Customer to timely accept or reject a Connection Notice, or any use of the Customer Fibers by Customer for any purpose other than testing, will be deemed to constitute acceptance for purposes of this Service Schedule and Customer will be deemed to have delivered a notice of acceptance upon such use or on the third day after delivery of the Connection Notice.

10. Interconnection Points.

10.1 Customer will have the right to request that CenturyLink interconnect Customer's communications system with the Customer Fibers at the Segment End Points and such other points as are determined and designated by CenturyLink in its sole discretion as described in this Section 10 ("Interconnection Points"). Notwithstanding the foregoing, there will be no Interconnection Points in any portion of the CenturyLink System which transits Canada unless such interconnection can be accomplished in a fashion which, in CenturyLink's judgment, will not cause either CenturyLink or Customer to be in violation of applicable laws or regulations.

10.2 If Customer desires to cross-connect the Customer Fibers with other fibers provided by Customer or another carrier within a Segment End Point Facility, Customer will execute a separate cross-connection agreement as provided by CenturyLink. If Customer desires to install other fibers provided by Customer in a Segment End Point Facility, Customer will execute a separate fiber termination agreement. If Customer desires to interconnect the Customer Fibers with other fibers provided by Customer or another carrier at a location other than a Segment End Point Facility, Customer must comply with CenturyLink's then-current interconnection policies and guidelines. The fees associated with such interconnection and cross-connection will be specified in the then-current cross-connection agreement, fiber connection agreement and/or interconnection policies and guidelines.

10.3 Any additional work respecting the CenturyLink System or the Customer Fibers required by Customer and which is not otherwise set forth in the interconnection policies and guidelines or the fiber connection agreement, will be undertaken only by CenturyLink at Customer's request and will be performed within a reasonable amount of time consistent with industry accepted practices. Customer will reimburse CenturyLink for all Costs incurred in connection with such additional work, plus a management fee equal to 30% of such Costs.

10.4 Customer will have no right to perform work on or otherwise physically access the Customer Fibers or the CenturyLink System, except with the express permission and supervision of CenturyLink.

11. Operations.

11.1 Customer acknowledges and agrees that CenturyLink is not supplying nor is CenturyLink obligated to supply to Customer any optronic or electronic equipment or related facilities, all of which are the sole responsibility of Customer, nor is CenturyLink responsible for performing any work other than as specified in this Service Schedule.

11.2 Upon not less than 120 days' written notice from CenturyLink to Customer, CenturyLink may, at its option substitute for the "Operating Customer Fibers" (as defined below) within any Segment or Segments, or any portions thereof, an equal number of alternative fibers within such Segment or portion thereof, provided that in such event, such substitution (A) will be effected at the sole cost of CenturyLink; (B) will incorporate fiber meeting or exceeding the specifications set forth in **Exhibit A**, and be tested in accordance with the Acceptance Testing; (C) will not change any Segment End Points or other Interconnection Points; and (D) CenturyLink will use all reasonable good faith efforts to minimize any interruption in the operation of the Operating Customer Fibers. Substitution of Customer Fibers will not affect or extend the Lease Term with respect to the fibers so substituted. For purposes of the foregoing, "Operating

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Customer Fibers" will mean Customer Fibers which have been jumpered to Customer's space or equipment at a Segment End Point Facility. CenturyLink may substitute Customer Fibers which are not Operating Customer Fibers at any time during the Lease Term without notice to Customer (provided that, in the event CenturyLink has substituted the Customer Fibers, then at the time such Customer requests that its fibers be jumpered to its space or equipment, the substituted Customer Fibers will be tested in accordance with the provisions of this Service Schedule).

12. Maintenance and Relocation.

12.1 From and after the Lease Effective Date with respect to each Segment, the maintenance of the CenturyLink System within such Segment will be provided in accordance with the maintenance requirements and procedures set forth in **Exhibit B** at CenturyLink's sole cost and expense.

12.2 If CenturyLink is required to relocate any portion of the CenturyLink System, then CenturyLink will have the right to reasonably determine the extent and timing of such relocation, and any such relocation will incorporate fiber meeting or exceeding the specifications set forth in **Exhibit A** and be subject to Acceptance Testing. If and to the extent that a relocation is not the result of a failure by Customer to observe and perform its obligations under this Service Schedule, the costs of relocations of the CenturyLink System are included in the Lease Fee. Customer shall reimburse CenturyLink for CenturyLink's Costs (including Acceptance Testing and amounts paid to a relocating authority to avoid relocation) to the extent that such relocation is the result of a failure by Customer to observe and perform its obligations under this Service Schedule.

14. Use of CenturyLink System.

14.1 Customer represents and warrants that it will use the Customer Fibers and the Lease hereunder in compliance with all applicable government codes, ordinances, laws, rules and regulations.

14.2 Subject to the provisions of this Service Schedule, Customer may use the Customer Fibers and the Lease for any lawful purpose. Customer acknowledges and agrees that it has no right to use any fibers, other than the Customer Fibers, included or incorporated in the CenturyLink System, and that Customer shall keep any and all of the CenturyLink System free from any liens, rights or claims of any third party attributable to Customer.

14.3 Customer will not use the Customer Fibers in a way which physically interferes in any way with or otherwise adversely affects the use of the fibers, cable or conduit of any other Person using the CenturyLink System.

14.4 Notwithstanding anything to the contrary in the Agreement, Customer covenants and agrees that Customer will not and that Customer will have no right to assign, sell, lease, sublease or transfer any right or interest in the Lease or the Customer Fibers. CenturyLink may enjoin Customer from any attempt to violate the provisions of this Section 14.4.

15. Insurance. Throughout the Lease Term, Customer will maintain reasonable and customary types and amounts of insurance, meeting all state requirements, with insurance companies authorized to transact business in the applicable state(s) where the Customer Fiber is located.

16. Representations and Warranties. Customer acknowledges and agrees that Customer's sole rights and remedies with respect to any defect in or failure of the Customer Fibers to perform in accordance with the specifications set forth in **Exhibit A** will be limited to the particular vendor's or manufacturer's warranty. If any maintenance or repairs to the CenturyLink System are required as a result of a breach of any warranty made by any manufacturers, contractors or vendors, CenturyLink will pursue all remedies against such manufacturers, contractors or vendors on behalf of Customer, and CenturyLink will reimburse Customer's costs for any maintenance Customer has incurred as a result of any such breach of warranty to the extent the manufacturer, contractor or vendor pays such costs.

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Exhibit A

• **Metropolitan (Local Loop) Network Fiber Acceptance Testing Procedures and Standards**

After CenturyLink has completed end-to-end connectivity on the fibers, bi-directional span testing will be performed. Loss measurements will be recorded using an industry-accepted laser source and a power meter. OTDR traces will be taken and splice loss measurements will be recorded and summarized on data sheets. Copies of all data sheets will be made available to Customer.

- The power loss measurements will be made at 1310 nm and 1550 nm, and performed bi-directionally.
- OTDR traces will be taken in both directions at 1310 nm and 1550 nm.
- The end-to-end loss value as measured with an industry-accepted laser source and power meter should have an attenuation rating of less than or equal to the following:

Optical Cable with Single Mode Fiber

- (1) At 1310nm: $(0.40 \text{ dB/km} \times \text{km of cable}) + (\text{number of connectors} \times 0.5 \text{ dB}) + (0.15 \text{ dB} \times \text{number of splices})$.
- (2) At 1550nm: $(0.30 \text{ dB/km} \times \text{km of cable}) + (\text{number of connectors} \times 0.5 \text{ dB}) + (0.15 \text{ dB} \times \text{number of splices})$.

Optical Cable with Negative Dispersion Single Mode Fiber

- (1) At 1310nm: $(0.50 \text{ dB/km} \times \text{km of cable}) + (\text{number of connectors} \times 0.5 \text{ dB}) + (0.40 \text{ dB} \times \text{number of splices})$.
- (2) At 1550nm: $(0.25 \text{ dB/km} \times \text{km of cable}) + (\text{number of connectors} \times 0.5 \text{ dB}) + (0.25 \text{ dB} \times \text{number of splices})$.

- Spans that do not include field splices will receive power meter testing only.
- Spans of high distances will be tested at 1550 nm only; the cutoff distance where only 1550 nm tests will be performed is approximately 50-60 km (the actual cutoff distance will be dependent upon the actual loss characteristics of the span, which itself is based upon the attenuation of the fiber and the number of splice points).
- If Customer places live traffic on the Customer Fibers before delivery (or Customer otherwise assumes control of the Customer Fibers), then the Customer Fibers shall be deemed acceptable without final testing and will require no testing or documentation for splices.
- Events close in proximity to a launch (connectors or splices in a building) will not be identified as events within the testing documentation. Rather, such events will be accounted for in the end-to-end loss budgets as described above.
- In addition, events based upon fiber-specific circumstances may cause fibers to be considered acceptable. In these instances, CenturyLink will provide background regarding the circumstances for the anomalous fibers.

Regarding fiber terminated at a Segment End Point Facility which is subsequently delivered to a Customer-owned optical termination panel in a colocation space, fiber testing will be conducted at the Segment End Point.

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**Exhibit B
Maintenance Requirements and Procedures**

Maintenance

Scheduled Maintenance. Routine maintenance and repair of the Customer Fibers ("Scheduled Maintenance") will be performed by or under the direction of CenturyLink, at CenturyLink's reasonable discretion. Scheduled Maintenance shall commence with respect to each Segment upon the Lease Effective Date.

Unscheduled Maintenance. Non-routine maintenance and repair of the Customer Fibers that is not included as Scheduled Maintenance ("Unscheduled Maintenance") will be performed by or under the direction of CenturyLink. Unscheduled Maintenance will commence with respect to each Segment upon the Lease Effective Date. Unscheduled Maintenance will consist of:

- "Emergency Unscheduled Maintenance" in response to an alarm identification by CenturyLink's Operations Center, notification by Customer or notification by any third party of any failure, interruption or impairment in the operation of fibers within the CenturyLink System, or any event imminently likely to cause the failure, interruption or impairment in the operation of fibers within the CenturyLink System.
- "Non-Emergency Unscheduled Maintenance" in response to any potential service-affecting situation to prevent any failure, interruption or impairment in the operation of fibers within the CenturyLink System not covered by Scheduled Maintenance. Customer will immediately report the need for Unscheduled Maintenance to CenturyLink in accordance with reasonable procedures promulgated by CenturyLink from time to time. CenturyLink will log the time of Customer's report, verify the problem and dispatch personnel immediately to take corrective action.

Operations Center

CenturyLink will operate and maintain an Operations Center ("OC") staffed 24 hours a day, seven days a week by trained and qualified personnel. CenturyLink's maintenance personnel will be available for dispatch 24 hours a day, seven days a week. CenturyLink will not be responsible for monitoring the performance or operation of the Customer Fibers. If Customer detects a failure in the operation of the Customer Fibers which may indicate the need for Unscheduled Maintenance, Customer will report same to CenturyLink's OC.

Planned Service Work Period

Scheduled Maintenance that is reasonably expected to produce any signal discontinuity must be coordinated between the parties. Generally, this work should be scheduled after midnight and before 6:00 a.m. local time. The intent is to avoid jeopardy work during high-traffic periods.

Cooperation and Coordination

- In performing its services hereunder, CenturyLink will take workmanlike care to prevent impairment to the signal continuity and performance of the Customer Fibers. The precautions to be taken by CenturyLink will include notifications to Customer. In addition, CenturyLink will reasonably cooperate with Customer in sharing information and analyzing the disturbances regarding the cable and/or fibers. If any Scheduled or Unscheduled Maintenance hereunder requires a traffic roll or reconfiguration involving cable, fiber, electronic equipment, or regeneration or other facilities of Customer, then Customer will, at CenturyLink's reasonable request, make such personnel of Customer available as may be necessary in order to accomplish such maintenance, which personnel will coordinate and cooperate with CenturyLink in performing such maintenance as required of CenturyLink hereunder.
- CenturyLink will notify Customer at least seven calendar days before the date in connection with any Planned Service Work Period ("PSWP") of any Scheduled Maintenance and as soon as possible after becoming aware of the need for Unscheduled Maintenance. Customer will have the right to be present during the performance of any Scheduled Maintenance or Unscheduled Maintenance so long as this requirement does not interfere with CenturyLink's ability to perform its obligations under the Agreement. If Scheduled Maintenance is canceled or delayed for whatever reason as previously notified, CenturyLink will notify Customer at CenturyLink's earliest opportunity and will comply with the provisions of the previous sentence to reschedule any delayed activity.

Cable/Fibers

- CenturyLink will have its first maintenance personnel at the site requiring Emergency Unscheduled Maintenance activity within four hours after the time CenturyLink becomes aware of an event requiring Emergency Unscheduled Maintenance, unless delayed by force majeure events. CenturyLink will maintain a toll-free telephone number to contact personnel at the OC. CenturyLink's OC personnel will dispatch maintenance and repair personnel along the system to handle and repair problems detected in the CenturyLink System: (i) through the Customer's remote surveillance equipment and/or upon notification by Customer to CenturyLink, or (ii) upon notification by a third party.
- CenturyLink will maintain sufficient capability to teleconference with Customer during Emergency Unscheduled Maintenance to provide regular communications during the repair process. When correcting or repairing cable discontinuity or damage, including the

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event of Emergency Unscheduled Maintenance, CenturyLink will use reasonable efforts to repair traffic-affecting discontinuity within four hours after CenturyLink's representative's arrival at the problem site. To accomplish such objective, it is acknowledged that the repairs so affected may be temporary in nature. In such event, within 24 hours after completion of any such Emergency Unscheduled Maintenance, CenturyLink will commence its planning for permanent repair, and thereafter promptly will notify Customer of such plans, and will implement such permanent repair within an appropriate time thereafter. Restoration of open fibers on fiber strands not immediately required for service will be completed on a mutually agreed-upon schedule. If the fiber is required for immediate service, the repair will be scheduled for the next available PSWP.

- CenturyLink's representatives that are responsible for initial restoration of a cut cable will carry on their vehicles the typically appropriate equipment that would enable a temporary splice, with the objective of restoring operating capability in as little time as possible. CenturyLink will maintain and supply an inventory of spare cable in storage facilities supplied and maintained by CenturyLink at strategic locations to facilitate timely restoration.

Restoration

- CenturyLink will respond to any event giving rise to the need for Unscheduled Maintenance (in any event, an "Outage") as quickly as possible (allowing for delays caused by force majeure events) in accordance with the procedures set forth herein.
- When restoring a cut cable in the CenturyLink System, the parties will work together to restore all traffic as quickly as possible. CenturyLink, promptly upon arriving on the site of the cut, will determine the course of action to be taken to restore the cable and will begin restoration efforts. CenturyLink will splice fibers tube by tube or ribbon by ribbon or fiber buffer by fiber buffer, rotating between tubes, ribbons or buffers operated by the parties having an interest in the cable, including Customer and all future fiber users of the system (collectively, the "Interest Holders"); provided that, operating fibers (i.e., fibers which have been jumpered to Customer's or another party's space or equipment) in all buffer tubes or ribbons or fiber bundles will have priority over any non-operating fibers in order to allow transmission systems to come back on line; and provided further that, CenturyLink will continue such restoration efforts until all lit fibers in all buffer tubes or ribbons are spliced and all traffic restored. Notwithstanding the foregoing, CenturyLink does not guarantee any specific rotational prioritization for Customer in light of the overriding requirement for expediency in restoration of services to all parties.

Facilities

Customer will be solely responsible for providing and paying for any and all maintenance of all electronic, optronic and other equipment, materials and facilities used by Customer in connection with the operation of the Customer Fibers, none of which is included in the maintenance services to be provided hereunder.

Subcontracting

CenturyLink may subcontract any of the maintenance services hereunder; provided that CenturyLink will require the subcontractor(s) to perform in accordance with the requirements and procedures set forth herein. The use of any such subcontractor will not relieve CenturyLink of any of its obligations hereunder.

**STANDARD TERMS AND CONDITIONS
FOR COMMUNICATIONS SERVICES**

These Standard Terms and Conditions are not applicable to services governed by Tariffs on file with the FCC or state regulatory authorities. Tariffs are located at <http://www.centurylink.com/tariffs>.

**STANDARD TERMS AND CONDITIONS
FOR COMMUNICATIONS SERVICES
("STANDARD TERMS AND CONDITIONS")**

1. GENERAL.

- 1.1 Applicability.** These Standard Terms and Conditions contain general provisions that apply to all retail business Products and Services that a CenturyLink-affiliated entity provides. "Agreement" means the terms and conditions under which Customer purchases Products and Services, including all attachments, these Standard Terms and Conditions, documents incorporated by reference, and all related Order(s). Other capitalized terms are defined in this document or in the applicable Schedules or Product and Service-specific Annexes.
- 1.2 Additional Terms and Conditions.** Customer's purchase and use of Products and Services is also governed by product and service-specific terms and conditions found in the applicable Schedules and Product and Service-specific Annexes, posted to http://about.centurylink.com/legal/rates_conditions.html (the "Rates and Conditions Website").
- 1.3 Local Governments and Government Programs.**
- A. Local Government Customers.** Unless specified otherwise, purchases of Products or Services by local governmental entities also are subject to the Local Government Customer Annex posted to the Rates and Conditions Website.
- B. Universal Service Administrative Company Programs.** Customers seeking funds through Universal Service Administrative Company programs such as the Schools and Libraries Program of the Universal Service Fund ("E-Rate Program"), the Rural Health Care Program of the Universal Service Fund ("RHC Program"), or state or local corollaries to the E-Rate Program or the RHC Program are subject to applicable program annexes posted to the Rates and Conditions Website.
- C. American Recovery and Reinvestment Act (ARRA).** Customer will not pay for Products or Services with funds obtained through the ARRA or other similar stimulus grants or loans that would obligate CenturyLink to provide certain information or perform certain functions unless each of those functions and obligations is explicitly identified and agreed to by the parties in the Agreement or in an amendment to the Agreement.

2. TERM.

- 2.1 Agreement Term.** The period set in the Agreement during which CenturyLink provides Products and Services to Customer is defined as the "Agreement Term." These Standard Terms and Conditions, relevant Schedules, and Product and Service-specific Annexes apply from the Effective Date until the Agreement Term expires or terminates. CenturyLink will not accept Orders for Products and Services after expiration of the Agreement Term, but these Standard Terms and Conditions, relevant Schedules, or Product and Service-specific Annexes will continue to apply to Orders properly placed during the Agreement Term. If Customer continues to use maintenance, managed, or professional Services following the termination or expiration of the Agreement Term or an Order issued during the Agreement Term for such Services, CenturyLink may, at its sole discretion, provide those Services on a time and material basis at CenturyLink's then-current rates without applying any discounts or credits under the Agreement, but these Standard Terms and Conditions and the Time and Materials Product Annex (posted to the Rates and Conditions Website) will govern CenturyLink's provision of such Services.
- 2.2 Order Term.** Customer purchases each Service for a specific term for the particular Service ordered (each, an "Order Term"). Each Order Term is listed in the Agreement and begins on the first day of the first billing month after CenturyLink installs and makes that Service available to Customer. If Customer continues to receive a Service after expiration of the Service's applicable Order Term, CenturyLink will provide that Service at its then-current list pricing and then-current Standard Terms and Conditions, relevant Schedules, and Product and Service-specific Annexes, unless the parties otherwise agree in writing.

3. CHARGES.

- 3.1 CenturyLink Charges.** Customer will pay CenturyLink the rates and charges for Products and Services set forth in the Agreement and any Order under the Agreement, including all charges associated with establishing Customer's Products and Services or related to CenturyLink's installation or provisioning costs. Charges associated with establishing or provisioning Services may include nonrecurring charges described in applicable Schedules and Product and Service-specific Annexes. Examples of these nonrecurring charges are customer-initiated change requests, expedite charges, service charges, any construction-related charges, and liabilities imposed on CenturyLink by third parties, such as other local exchange carriers, as a result of ordering or providing facilities to operate Services.

**STANDARD TERMS AND CONDITIONS
FOR COMMUNICATIONS SERVICES**

- 3.2 Fixed Rates and Percentage Discounts.** Except as expressly stated otherwise in the Agreement, rates and charges for a Product or Service that are stated as a flat or fixed recurring or non-recurring charge will not change during the applicable Order Term (for a Service) or Agreement Term (for a Product) if CenturyLink increases or decreases the list rate in a Schedule or price list. Rates and charges for a Product or Service not fixed in the Agreement will be based on current Schedules or price lists and may change during the Agreement Term. If pricing in the Agreement for a Service is stated as a percentage discount off of a Schedule rate or list price, that percentage discount is fixed for the applicable Order Term, but CenturyLink may modify the underlying rate or list price to which the percentage discount is applied on no less than one day's notice. **Changes to Schedules are posted to the Rates and Conditions Website.**
- 3.3 Rate Adjustments.** CenturyLink may impose additional fees, charges or surcharges on Customer to recover amounts that CenturyLink is required or permitted by governmental or quasi-governmental authorities to collect, or pay to others in support of, or to comply with, statutory or regulatory programs, plus a commercially reasonable amount to recover the administrative costs associated with such charges or programs. The amount of these fees, charges, or surcharges may vary. These charges may include state and federal Carrier Universal Service Charges, compensation to payphone providers, International Mobile Termination Charges, E911, Telephone Relay Service, or charges assessed to CenturyLink for terminating or originating a call to wireless providers.

4. BILLING AND PAYMENT.

4.1 Invoicing.

- A. Commencement of Invoicing.** CenturyLink may begin invoicing Customer in full for rates and charges on the later of:
- (1) the date the Products or Services are installed and made available; or
 - (2) the first day of the first bill cycle after the Effective Date.
- B. Delays.** If CenturyLink cannot install or make available the Products or Services by the delivery date specified in the Order due to a Customer-caused delay, CenturyLink may bill Customer as of the delivery date specified in the Order, or if no date is specified, any time 30 days after the Effective Date.
- C. Recurring Services.** For recurring Services and nonrecurring charges, CenturyLink bills fixed service charges in advance, and usage-based charges in arrears.
- D. Additional Invoice Information.** Customer may make a written request to CenturyLink for additional invoice-related information, including duplicate invoices, to the extent such information is reasonably available in CenturyLink's sole discretion. CenturyLink may charge Customer for such information. Customer may only request information from CenturyLink for the 12-month period preceding the date of Customer's written request.

4.2 Payment. Unless otherwise defined in the Agreement, Customer must pay all undisputed amounts by the due date listed on Customer's invoice, which may be up to 30 days from the date of the invoice. Customer's payments to CenturyLink must be in the form of electronic funds transfer (via wire transfer or ACH), cash payments (via previously-approved CenturyLink processes only), or paper check. .

4.3 Disputed Invoice Charges. If Customer disputes a charge in good faith, Customer may withhold payment of that charge if Customer makes timely payment of all undisputed charges within the payment period described in Section 4.2, and provides CenturyLink with a written explanation of the reasons for Customer's dispute of the charge. Customer must cooperate with CenturyLink to promptly resolve any disputed charge. If CenturyLink determines, in good faith, that the disputed charge is valid, CenturyLink will notify Customer and, within five business days of receiving notice, Customer must pay the charge.

5. CREDIT APPROVAL. CenturyLink's provision of Products and Services is subject to CenturyLink's credit approval of Customer. As part of the credit approval process, CenturyLink may require Customer to provide a deposit or other security. Additionally during the Agreement Term, if Customer's financial circumstance or payment history becomes reasonably unacceptable to CenturyLink, CenturyLink may require adequate assurance of future payment as a condition of continuing CenturyLink's provision of Products and Services. Customer's failure to provide adequate assurances required by CenturyLink is a material breach of the Agreement. CenturyLink may provide Customer's payment history or other billing/charge information to any credit reporting agency or industry clearinghouse.

6. ORDERS.

6.1 Application. The terms and conditions in any Orders will have no force or effect other than to denote quantity and description of Products or Services, delivery destinations, delivery dates, Customer billing addresses, installation addresses, the Agreement under which the Order is issued, and any other information required by CenturyLink. Orders are binding only upon acceptance in writing by CenturyLink. CenturyLink will notify Customer of rejected Orders. Customer may cancel an Order at any time before CenturyLink initiates delivery of Products and Services listed in the Order or otherwise begins performance, but Customer must pay CenturyLink's costs resulting from Customer's cancellation, including costs specifically described in the applicable Schedule or Product and Service-specific Annexes.

**STANDARD TERMS AND CONDITIONS
FOR COMMUNICATIONS SERVICES**

- 6.2 Cancellation.** CenturyLink will notify Customer of rejected Orders. Customer may cancel an Order at any time before CenturyLink delivers the Products and Services listed in the Order or begins its performance, but Customer must pay any actual costs CenturyLink incurs due to Customer's cancellation in addition to any amounts described in the applicable Product and Service-specific Annexes.
- 7. WARRANTIES.** THE SERVICES AND PRODUCTS PROVIDED BY CENTURYLINK UNDER THE AGREEMENT ARE PROVIDED WITHOUT ANY WARRANTIES OF ANY KIND, WHETHER STATUTORY, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, WARRANTIES OF TITLE, NONINFRINGEMENT, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ACCURACY, COMPLETENESS, COMPATIBILITY OF SOFTWARE OR EQUIPMENT, OR ANY RESULTS TO BE ACHIEVED THEREFROM. CENTURYLINK MAKES NO WARRANTIES OR REPRESENTATIONS THAT ANY SERVICE OR PRODUCT WILL BE FREE FROM LOSS OR LIABILITY ARISING OUT OF HACKING OR SIMILAR MALICIOUS ACTIVITY, OR ANY ACT OR OMISSION OF THE CUSTOMER.
- 8. EQUIPMENT AND SOFTWARE; CENTURYLINK-PROVIDED NETWORK MANAGEMENT.**
- 8.1 Equipment or Software Not Provided by CenturyLink.** Customer is responsible for any items not provided by CenturyLink, including installation, operation, and maintenance of such equipment or software and any equipment or software that impairs Product or Service quality or availability. Upon notice from CenturyLink of such impairment, Customer will promptly cure the problem. Customer will continue to pay CenturyLink for Products and Services during such impairment or related suspension. If the impairment interferes with the use of the CenturyLink-provided network by CenturyLink or third parties, CenturyLink, in its reasonable discretion, may suspend or disconnect the affected Products and Services without advance notice to Customer, although CenturyLink will provide advance notice where practical. Customer will not rearrange, disconnect, remove, or attempt to repair any CenturyLink-provided items. At Customer's request, CenturyLink will troubleshoot the impairment at CenturyLink's then-current time and materials rates. CenturyLink is not liable if a commercially reasonable change in Products or Services causes equipment or software not provided by CenturyLink to become obsolete, require alteration, or perform at lower levels.
- 8.2 Calls via Customer's Equipment or Software.** Customer is responsible for all charges, including any third-party charges, incurred for all types of calls, authorized or unauthorized, placed by or through Customer's equipment or software via any remote access feature, transferring capability, or call forwarding, even when such calls are placed fraudulently. Customer's responsibility for these charges applies in all instances, including if Customer purchased or leased such equipment or software by or through CenturyLink or purchased CenturyLink-provided maintenance for its equipment or software. To reduce Customer's exposure, Customer may install its own blocking techniques to stop such capabilities and calls. CenturyLink will neither install nor assist in the installation of such blocking techniques, and has no obligation to block these capabilities or liability if such calls are placed, including no liability for charges that Customer may incur.
- 8.3 Software License.**
- A. Licensing Requirements.** Where software is provided with a Product or Service, Customer is granted a non-exclusive and non-transferable license or sublicense to use the software, including any related documentation, solely to enable Customer to use the Products and Services in accordance with the applicable licensing requirements. Software licensing terms and conditions, including end-user licensing agreements and terms and conditions from CenturyLink's vendors, may be provided to Customer through click or shrink-wrap agreements. CenturyLink may suspend, block or terminate Customer's use of any software if Customer fails to comply with any applicable licensing requirement.
- B. Prohibitions.** Customer is not granted any rights to use any software on behalf of third parties or related to time share or service bureau activities. No rights are granted to source code, and Customer will not reverse engineer, decompile, modify, enhance, copy, prepare derivative works, or reproduce any software.
- 8.4 Title to Software or Equipment.** CenturyLink (or CenturyLink vendors, if applicable) retain title and property rights to CenturyLink-provided software and equipment (excluding Products sold to Customer under the Agreement), including copies, and any related patents, copyrights, trademarks, or IP addresses assigned to Customer. Upon termination or expiration of the Agreement or an applicable Order, Customer will surrender and immediately return the CenturyLink-provided equipment and software, including all copies, to CenturyLink or will provide CenturyLink access to reclaim such equipment and software.
- 8.5 Network Management.** CenturyLink reserves the right to perform preventative maintenance and software upgrades to the CenturyLink-provided network at its sole discretion on a scheduled or as-needed basis. CenturyLink may charge Customer where additional technical limitations or CenturyLink must construct network facilities to provide Services to Customer. If software or equipment not provided by CenturyLink is connected to CenturyLink-provided network facilities, CenturyLink's obligations relate only to the Services under the Agreement.
- 9. USE OF NAME, SERVICE MARKS, TRADEMARKS.** Neither party will use the name, service marks, trademarks, or carrier identification code of the other party or any of its Affiliates for any purpose without the other party's prior written consent.
- 10. CUSTOMER RESPONSIBILITIES.**

**STANDARD TERMS AND CONDITIONS
FOR COMMUNICATIONS SERVICES**

10.1 Installation. Customer will reasonably cooperate with CenturyLink or its agents to install the Products and Services. Customer is responsible for damage to CenturyLink-owned Products and Services located on Customer premises, excluding reasonable wear and tear or damage caused by CenturyLink. CenturyLink may refuse to install Products and Services or may discontinue and disconnect Products and Services without notice, if any condition on Customer's premises is unsafe or likely to cause injury to any person using Products and Services. Additional Customer responsibilities relating to a particular Product or Service may be defined in the applicable Schedules or Product and Service-specific Annexes.

10.2 Use of Products and Services.

- A. Acceptable Use Policy ("AUP").** If Customer purchases Products or Services that connect to the Internet, Customer must conform to the CenturyLink acceptable use policy posted to: <http://www.centurylink.com/Pages/AboutUs/Legal>, as reasonably amended from time to time.
- B. Abuse and Fraud.** Customer will not use Products or Services: (1) for fraudulent, abusive, unlawful or destructive purposes, including unauthorized or attempted unauthorized access to, or alteration, abuse or destruction of, information; or (2) in any manner that causes interference with CenturyLink's or another's use of the CenturyLink-provided network. Customer will cooperate promptly with CenturyLink to prevent third parties from gaining unauthorized access to the Products and Services via Customer's facilities.
- C. Reseller.** Customer represents that it is not a reseller of any telecommunication services provided under this Agreement as described in the Telecommunications Act of 1996, as amended, or applicable state law and acknowledges it is not entitled to any reseller discounts under any laws.
- D. Security.** CenturyLink has adopted and implemented, and will maintain, a corporate information security program designed to protect Customer information, materials and data accessed and possessed by CenturyLink from loss, misuse and unauthorized access or disclosure. Such program includes formal information security policies and procedures. The CenturyLink information security program is subject to reasonable changes by CenturyLink from time to time. CenturyLink's standard service offerings do not include managed security services such as encryption, intrusion detection, monitoring or managed firewall. Customer is responsible for selecting and using the level of security protection needed for all Customer data stored or transmitted via the Service and using reasonable information security practices, including those relating to the encryption of data.

11. CONFIDENTIALITY AND PRIVACY.

11.1 Nondisclosure Requirements. If the parties have not executed a mutual nondisclosure agreement, this provision will govern their exchange of information. Each party will not disclose any Confidential Information (defined below) received from the other party, or otherwise discovered by the receiving party, to any third party, except as expressly permitted in the Agreement. This obligation will continue until two years after the Agreement expires or terminates. Confidential Information includes, but is not limited to, pricing and terms of the Agreement, and information relating to the disclosing party's technology, business affairs, trade secrets, development and research information, and marketing or sales plans (collectively the "Confidential Information"). The receiving party may disclose Confidential Information to its subsidiaries, Affiliates, agents and consultants with a need to know, if they are not competitors of the disclosing party and are subject to a confidentiality agreement at least as protective of the disclosing party's rights as this provision. The parties will use Confidential Information only for the purpose of performing under the Agreement or for the provision of other CenturyLink services. The foregoing restrictions on use and disclosure of Confidential Information do not apply to information that: (A) is in the possession of the receiving party at the time of its disclosure and is not otherwise subject to obligations of confidentiality; (B) is or becomes publicly known, through no wrongful act or omission of the receiving party; (C) is received without restriction from a third party free to disclose it without obligation to the disclosing party; (D) is developed independently by the receiving party without reference to the Confidential Information, or (E) is required to be disclosed by law, regulation, or court or governmental order. The parties acknowledge that the receiving party's unauthorized disclosure or use of Confidential Information may result in irreparable harm. If there is a breach or threatened breach of the Agreement, the disclosing party may seek a temporary restraining order and injunction to protect its Confidential Information. This provision does not limit any other remedies available to either party. The party who breached or threatened to breach its nondisclosure obligation under the Agreement will not raise the defense of an adequate remedy at law. CenturyLink will not be deemed to have accessed, received, or be in the possession of Customer Confidential Information solely by virtue of the fact that Customer transmits, receives, accesses or stores such information through its use of CenturyLink's Services.

11.2 HIPAA. By providing Services, CenturyLink does not require or intend to access Customer data, including any confidential health related information of Customer's clients, which may include group health plans, that constitutes Protected Health Information ("PHI"), as defined in 45 C.F. R. §164.501 under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA Rules"). To the extent that any exposure to PHI is incidental to CenturyLink's provision of Services and not meant for the purpose of managing the PHI or creating or manipulating the PHI, such exposure is allowable under 45 CFR 164.502(a)(1)(iii).

**STANDARD TERMS AND CONDITIONS
FOR COMMUNICATIONS SERVICES**

11.3 **Privacy.** CenturyLink's privacy policy, as amended from time to time, is available at <http://www.centurylink.com/Pages/AboutUs/Legal>. The privacy policy includes information about CenturyLink's customer information practices and applies to the provisioning of Products and Services.

12. **RESERVED.**

13. **RESERVED.**

14. **TERMINATION.**

14.1 **CenturyLink Right to Terminate.**

- A. CenturyLink may immediately suspend or terminate Products or Services or the Agreement if:
- (1) Customer fails to cure its default of the payment terms in the Agreement;
 - (2) If Customer has vacated the premises to which Services are furnished;
 - (3) Customer fails to cure any other material breach of the Agreement within 30 days after receiving CenturyLink's written notice;
 - (4) Customer provides false or deceptive information establishing, using or paying for Services or Customer engages in false, deceptive, fraudulent, or harassing activities when establishing, using or paying for Services;
 - (5) Customer fails to comply with applicable law or regulation and Customer's noncompliance prevents CenturyLink's performance under the Agreement; or
 - (6) Customer resells Products or Services as prohibited by these Standard Terms and Conditions.
- B. If CenturyLink terminates the Agreement under this Section, Customer will be liable for any Products and Services provided up to the date of termination, whether or not invoiced by the termination date, as well as any applicable early termination liabilities.

14.2 **Customer Right to Terminate.**

- A. **Material Failure.** If CenturyLink materially fails to provide a Product or Service and CenturyLink fails to cure after Customer provides CenturyLink with written notice of the failure and a reasonable opportunity to cure within 30 days from receipt of notice, Customer may terminate the affected Products or Services without early termination liability 30 days after CenturyLink's receipt of Customer's written notice to terminate. CenturyLink's material failure does not include a failure caused by circumstances outside CenturyLink's sole control, a failure caused by a third party access provider, a Force Majeure Event, or Customer or Customer-provided software or equipment.
- B. **Termination for Convenience.** Customer may terminate a Service during the applicable Order Term, or the Agreement during the Agreement Term, by providing 60 days' written notice to CenturyLink. In the case of such termination for convenience, Customer will be liable for early termination fees set forth in the Agreement.

14.3 **Early Termination Liability.**

- A. **Calculation of Early Termination Liability.** If Customer terminates a Product or Service in whole or in part, before expiration of the applicable Order Term (unless due to CenturyLink's material failure), or CenturyLink terminates a Product or Service or applicable Order as permitted under the Agreement, Customer will pay the following early termination charges, which represent CenturyLink's reasonable liquidated damages and not a penalty:
- (1) **General Liability.** A lump sum equal to (a) 50% of the applicable monthly charges, multiplied by the number of months remaining in the applicable Order Term, plus (b) a pro rata amount of any waived installation charges, any credits issued (excluding any service level credits issued for any Service outages), and initialization fees waived based upon the number of months remaining in the applicable Order Term at the time of termination; and
 - (2) **Third Party Liability.** Any liabilities imposed on CenturyLink by third parties, such as other local exchange carriers and all nonrecoverable costs incurred by CenturyLink as a result of ordering facilities required to operate the Product or Service, as a result of Customer's early termination.
- B. **Waiver of Early Termination Liability.** With CenturyLink's written approval, Customer will not be liable for the early termination liability described in this Section for a Service if Customer purchases from the same CenturyLink entity providing the terminating Service another service at the same time with the same or greater monthly recurring charge for an Order Term at least equal to the greater of: the remaining months in the original Order Term or one year.

14.4 **Disconnect Notice.** CenturyLink will have up to 30 days to complete disconnection of a Service. To complete disconnection, Customer must provide information required by CenturyLink. Customer's failure to provide such information may delay or prevent the disconnection. Customer will be responsible for all charges through the later of the 30th day after CenturyLink received the disconnect notice, or the date Customer stops using the Services.

**STANDARD TERMS AND CONDITIONS
FOR COMMUNICATIONS SERVICES**

- 15. FORCE MAJEURE.** Neither party will be responsible for any delay, interruption or other failure to perform under the Agreement due to acts, events, and causes beyond the control of the responsible party (a "Force Majeure Event"). Force Majeure Events include: natural disasters (e.g., lightning, earthquakes, hurricanes, floods); wars, riots, terrorist activities, and civil commotions; inability to obtain parts or equipment from third party suppliers; cable cuts by third parties, a local exchange carrier's activities, and other acts of third parties; explosions and fires; embargoes, strikes, and labor disputes; and governmental decrees and any other cause beyond the reasonable control of a party.
- 16. DEFINITIONS.**
- 16.1** "Affiliate" is a legal entity that directly or indirectly controls, is controlled by, or is under common control with the party. An entity is considered to control another entity if it owns, directly or indirectly, more than 50% of the total voting securities or other such similar voting rights.
- 16.2** "Effective Date" is the date the last party signs the Agreement.
- 16.3** "Local Terms of Service" means the CenturyLink state-specific Guidebooks, Price Lists, Local Terms of Service or other deregulated terms and conditions under which CenturyLink provides detariffed incumbent local exchange carrier Services in certain states.
- 16.4** "Order" means a written, electronic or verbal order, or purchase order governed by the terms and conditions of the Agreement, submitted or confirmed by Customer and accepted by CenturyLink, which identifies specific Products and Services; quantity ordered; CenturyLink's Agreement number, title, and execution date; billing address; ship to address; and service/installation address, as applicable. Verbal Orders are deemed confirmed upon Customer's written acknowledgement, or Customer's use, of Products or Services.
- 16.5** "Product(s)" includes equipment, devices, hardware, software, cabling or other materials sold or leased to Customer by or through CenturyLink as a separate item from, or bundled with, a Service.
- 16.6** "Product and Service-specific Annexes" refers to separate descriptions, terms and conditions for certain non-tariffed Products and Services, including those offered under applicable CenturyLink local terms of service in states that have withdrawn Tariffs for such Products and Services. Product and Service-specific Annexes are incorporated into the Agreement.
- 16.7** "Schedules" and "Rates and Services Schedules" ("RSS") can be used interchangeably and are the terms and conditions governing CenturyLink's provision of certain interexchange Services that were detariffed by order of the Federal Communication Commission ("FCC"). CenturyLink Schedules are subject to change during the Agreement Term under the rules and authority of the FCC. Schedules are posted to the Rates and Conditions Website.
- 16.8** "Service(s)" means wireline and wireless business communications services that are not governed by Tariffs, including basic or telecommunications services, information or other enhanced services, and non-regulated professional services provided to Customer by or through CenturyLink under the Agreement, excluding Products.
- 16.9** "Tariffs" means the CenturyLink incumbent local exchange carrier, competitive local exchange carrier, or intrastate interexchange carrier tariffs on record with the FCC or state regulatory authorities having jurisdiction over those Services. Tariffs are subject to change during the Agreement Term under the rules and authority of the relevant regulatory bodies.
- 17. MISCELLANEOUS.**
- 17.1 Independent Contractor.** CenturyLink provides the Products and Services as an independent contractor. The Agreement will not create an employer-employee relationship, association, joint venture, partnership, or other form of legal entity or business enterprise between the parties, their agents, employees or affiliates.
- 17.2 No Waiver of Rights.** The failure to exercise any right under the Agreement does not constitute a waiver of the party's right to exercise that right or any other right in the future.
- 17.3 No Third Party Beneficiaries.** The Agreement's benefits do not extend to any third party.
- Reserved.**
- 17.5 Compliance with Laws.** Each party agrees that it will comply with all applicable laws in performing its obligations under the Agreement.
- 17.6 Assignment.** Customer may not assign any rights or obligations under the Agreement or an Order without CenturyLink's prior written consent, except that Customer may assign the Agreement, after 30 days prior written notice, to an Affiliate or an entity that has purchased all or substantially all of Customer's assets. Following written notice to Customer, CenturyLink may assign the Agreement or an Order, in whole or in part, without Customer's prior written consent.
- 17.7 Amendments and Alterations.** The Agreement may only be amended in a writing signed by both parties' authorized representatives. Alterations to the Agreement are not valid unless accepted in writing by authorized representatives of both parties.

**STANDARD TERMS AND CONDITIONS
FOR COMMUNICATIONS SERVICES**

17.8 Notices.

- (a) Notices.** All notices must be in writing. Notices are deemed given if sent to the addressee specified for a party either (a) by registered or certified U.S. mail, return receipt requested, postage prepaid, three days after such mailing; or (b) by national overnight courier service, next business day; or (c) by facsimile when delivered if duplicate notice is also sent by regular U.S. Mail.
- (b) Service Notices.** All Customer notices for Service disconnect and termination must be sent via e-mail to: CenturyLink, Attn.: BusinessDisconnects@centurylink.com. Such disconnect and termination is effective 30 days after CenturyLink's receipt of the notice, unless a longer period is otherwise required by a Service Annex. Customer's notice of non-renewal for Services must be sent via e-mail to: CenturyLink, Attn.: CenturyLink NoRenew, e-mail: Norenew@centurylink.com. All Customer notices for other routine operational notices will be provided to its CenturyLink sales representative. Failure to provide disconnect, termination and non-renewal notices in accordance with the terms of this Agreement may result in continued charges, and CenturyLink will not credit charges for such noncompliance.
- (c) Legal Notice.** All legal notices required to be given under the Agreement will be in writing and provided to CenturyLink at: 931 14th St., #900, Denver, CO 80202; Fax: 888-778-0054; Attn.: Legal Dept., and to Customer as provided in the Agreement or in its absence, to Customer's address reflected in CenturyLink's records Attn. General Counsel.

17.9 Severability. If any provision of the Agreement is found to be unenforceable, the Agreement's unaffected provisions will remain in effect and the parties will negotiate a mutually acceptable replacement provision consistent with the parties' original intent.

17.10 URLs and Successor URLs. References to Uniform Resource Locators (URLs) in the Agreement include any successor URLs designated by CenturyLink.

17.11 Changes to Tariff, Local Terms of Service, or AUP. CenturyLink may amend, change, or withdraw the Tariff, Local Terms of Service, or AUP, with such updated Tariff, Local Terms of Service, or AUP effective upon posting or upon fulfillment of any necessary regulatory requirements. If a modification to a Tariff, Local Terms of Service, or AUP (A) materially and adversely affects Customer's legitimate use of a Service; and (B) is not required by government or judicial action, then Customer may terminate the affected Service upon 30 days' written notice without liability for early termination charges for the affected Service, provided, however, that Customer provides written notice of its intent to terminate the Service under this Section within 30 days after the modification occurs and provides CenturyLink the opportunity to cure the modification within the 30 days after Customer's notice.

CISCO WEBEX SERVICES, DELIVERED BY CENTURYLINKSM
SERVICE SCHEDULE

Applicability. This Service Schedule is applicable only where Customer orders Cisco Webex Services Delivered by CenturyLink (the "Service(s)") and it incorporates the terms of the Master Service Agreement or other service agreement under which CenturyLink provides services to Customer (the "Agreement"). CenturyLink may use a CenturyLink affiliate or a third party to provide Service to Customer, but CenturyLink will remain responsible to Customer for Service delivery and performance. All capitalized terms that are used but not defined in this Service Schedule are defined in the Agreement or Order.

1. Service Description

The Services are Cisco-hosted software-as-a-service offerings and licensed software as further detailed below, that are resold by CenturyLink and available to Customer through a Cisco Collaboration Flex Plan subscription. Service(s) may be deployed on-premise or as a Centurylink hosted deployment.

The following Cisco Webex Services Delivered by CenturyLink include the following Services:

- Webex Meetings – Web-based virtual meetings applications for audio, web and video conferencing.
- Webex Calling – Cloud-based telephony solution utilizing customer-hosted IP Gateway for PSTN integration.
- Webex Calling for SP – Cloud-based telephony solution utilizing natively integrated CenturyLink PSTN services
- Webex Teams – Team Collaboration client for group messaging
- Cisco FedRAMP Webex Meetings – FedRAMP-certified virtual meetings application for audio, web and video conferencing.
- Unified Communications Manager Cloud for Government (UCMC-G) – Cisco cloud delivered enterprise telephony solution
- Cisco Unified Communications Manager (On-premises) – Customer hosted enterprise telephony solution software
- Hosted Collaboration Server (HCS) – CenturyLink hosted and managed enterprise telephony solution software.

Service(s) ordered by the Customer will be set out in an Order.

2. Cisco Terms of Use

In connection with its purchase and use of Services, Customer agrees to comply with the Cisco Universal Cloud Agreement and the Cisco Collaboration Flex Plan Offer Description which may be found at <https://www.cisco.com/c/en/us/about/legal/cloud-and-software/universal-cloud-agreement.html?dtid=osscdc000283>, each as amended from time to time (collectively "Cisco Terms of Use"). Customer acknowledges and agrees to the Cisco Terms of Use.

3. General

- 3.1 Rates and charges for the Services, the initial Service Term for which they are ordered, and specific features requested by the Customer will be set out on the Customer Order or pricing schedule ("Order"). Notwithstanding anything to the contrary in the Master Agreement, Customer is prohibited from reselling any Service provided pursuant to this Service Schedule without the express written consent of CenturyLink.
- 3.2 The Services are made available to the Customer on a 24-hour, 7 days per week, 365 days a year basis.
- 3.3 Notwithstanding anything to the contrary in the Master Agreement and except as otherwise set forth expressly herein, delivery of Service shall be deemed acceptance by CenturyLink of the Order.
- 3.4 Content. . CenturyLink reserves the right to adhere to the safe harbor provisions of the Digital Millennium Copyright Act.
- 3.5 Recording. Certain Services include a feature that allows users to record the contents of communications. Many states' laws prohibit recording the content of communications unless the individual recording the communication provides notice to, and obtains the consent of, all of the participants to the communication. While certain of the Services include a feature that is intended to provide notice to participants of a conference call when recording is initiated, ***it is the users' responsibility to obtain participants' consent to recording as required by applicable laws.***
- 3.6 Initiation of Services. The Service availability date shall be deemed to be an estimate only and subject to Cisco's then-current lead times for the provisioning of Services. Neither CenturyLink nor Cisco will be liable to Customer for any damages for the failure to meet the estimated availability date. Cisco will provide notice to CenturyLink when Services are installed and available for access by Customer ("Services Availability Notice"). If Cisco fails to make Services available within thirty (30) days after the estimated availability date, then either party may cancel any Order not previously fulfilled by giving the other written notice thereof and without incurring any liability to the other.
- 3.7 Data Protection
- (a) Customer provides its consent for Cisco to share Customer Data with CenturyLink and for CenturyLink to share Customer Data with Cisco in each case to the extent required to provide the Service(s). "Customer Data" means all information and data that Customer or anyone acting on CenturyLink's behalf provides or transfers to Cisco in connection with Customer's use of the Service. Customer Data includes Administrative Data but does not include Telemetry Data. "Administrative Data" means data related to Customer's employees or representatives to administer or manage use of the Service. Administrative

CISCO WEBEX SERVICES, DELIVERED BY CENTURYLINKSM
SERVICE SCHEDULE

Data may include Personal Data and information about contractual commitments, whether collected at the time of the initial registration or thereafter. "Telemetry Data" means information generated by instrumentation and logging systems created through the use and operation of Cisco products and services.

(b). Customer provides its consent for Cisco to share Protected Data with CenturyLink and for CenturyLink to share Protected Data with Cisco, in each case to the extent required to provide the Webex Calling or Webex Calling for SP Services. "Protected Data" is defined in the Master Data Protection Agreement located at <https://trustportal.cisco.com/c/dam/r/ctp/docs/dataprotection/cisco-master-data-protection-agreement.pdf>

- 3.8 **HIPAA.** Customer understands, and hereby acknowledges, that the Services are not suitable for the maintenance of protected health information consistent with the Health Insurance Portability and Accountability Act (HIPAA), as amended. Customer warrants and represents that it will not use the Services to maintain protected health information.
- 3.9 **Early Termination.** In the event that Customer terminates the Service for convenience or the Service is terminated by CenturyLink for cause, Customer shall not be entitled to any refund of pre-paid amounts and Customer shall be responsible for 100% of any recurring charges which would have been charged for the remainder of the Service Term. This is a liquidated damage and not a penalty.

4. Billing

- 4.1 Billing. Charges for Services provided under these terms and conditions may be invoiced by an affiliate of CenturyLink and such charges will be invoiced as follows:
- 3.1.1 For US customers, all charges will be invoiced and payable (at Customer's option) in USD, GBP, EURO or CAD;
- 3.1.2 For EU customers, all charges will be invoiced and payable (at Customer's option) in USD, GBP, or EURO;
- 3.1.3 For Canadian customers, all charges will be invoiced and payable (at Customer's option) in USD or CAD; and
- 3.1.4 For customers in the Latin Americas region, all charges will be billed by CenturyLink or the affiliate that is a party to the master agreement or other service agreement with Customer under which the services are provided; all charges will be invoiced and payable in USD unless otherwise agreed in writing between the parties or otherwise required by local law.

4.2 Customer is responsible for all charges respecting the Services, even if incurred as the result of unauthorized use.

5. Pricing

- 5.1 Services may be subject to a minimum Service Term. Charges for Services will be contained in the Customer Order and may include monthly recurring charges, monthly subscription fee, non-recurring charges as well as overage charges.
- 5.2 Charges for Services: per participant per minute usage, named host, active host, full deployment and port based license models.
- 5.3 Charges for all Services, including any ancillary charges for additional services or features ordered by Customer, will be set forth on the Order for the Service. Services are billed in advance, except for applicable overages which are billed in arrears.

6. Compliance with Laws

6.1 **Compliance with Law:** Customer acknowledges that elements of the Services (including, but not limited to, the recording of audio and/or video conferencing calls) may be subject to laws and regulations in the jurisdictions in which those services are provided, including export control and privacy laws. ("**Applicable Laws**"). CenturyLink and Customer undertake to comply fully with all Applicable Laws in the provision and use of the Services respectively. CenturyLink reserves the right to engage a third party licensed in a relevant territory to provide the Services where necessary to comply with Applicable Laws.

6.2 **International Services.** 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 CenturyLink affiliate that provides the local Service(s). Such CenturyLink affiliate will invoice Customer or its local affiliate for the respective local Service(s).

7. Warranties

7.1 EXCEPT AS EXPRESSLY SET FORTH IN THESE TERMS, SERVICES ARE DELIVERED "AS IS" WITHOUT ANY WARRANTIES OR SERVICE LEVEL GUARANTEES OF ANY KIND. NOTWITHSTANDING THE FOREGOING, CENTURYLINK WILL PASS THROUGH TO CUSTOMER ALL LIMITED WARRANTIES PROVIDED BY CISCO, AS AMENDED FROM TIME TO TIME, AND WHICH MAY BE FOUND AT: <https://www.cisco.com/c/en/us/about/legal/cloud-and-software/cloud-terms.html>.

CENTURYLINK SELECT ADVANTAGE SERVICE EXHIBIT

1. General; Definitions. This Service Exhibit for Products and Services (collectively "Solutions") is attached to and subject in all respects to the CenturyLink Total Advantage or CenturyLink Loyal Advantage agreement between CenturyLink QCC and Customer. Capitalized terms not defined herein are defined in the Agreement. CenturyLink QCC will provide Solutions under the terms of the Agreement, the Service Exhibit, the Purchase Order and/or SOW. This Service Exhibit may not be used for the purchase of voice, data or IP services. With respect to the Agreement, "Service" is replaced by "Solution" as defined herein, and "Order Form" is replaced with "Purchase Order" as defined herein.

"Change Order" means any change, submitted by Customer to CenturyLink or CenturyLink to Customer, to a SOW that was previously agreed upon by CenturyLink and Customer. Customer will be responsible for all charges related to such SOW Change Order.

"CPE" means either: (a) Customer Purchased Equipment, or (b) Customer Premises Equipment; and consists of hardware, software and materials used in the transport and/or termination/storage of data and voice transmission.

"Detailed Description(s)" means the terms and conditions of the Solution provided by CenturyLink which are posted at <http://www.centurylinkselectadvantage.com/>.

"Products" means CPE and Software offerings from CenturyLink.

"Purchase Order" or "PO" means either (a) a written document issued by Customer for the procurement of Solutions from CenturyLink; or (b) a CenturyLink quote or service order signed by Customer.

"Services" means offerings from CenturyLink that (a) install, maintain or manage CPE; (b) support Customer network management objectives, or (c) are consulting, professional, technical, development, and/or design services.

"Software" means software license offerings.

"SOW" means a statement of work that provides specific details, agreed to by CenturyLink and Customer, relating to the Solution purchased under a PO or the SOW. Agreement on the terms of the SOW will be satisfied by CenturyLink sending the final version of the SOW to Customer; and Customer's signature on the SOW.

2. CenturyLink Select Advantage Solutions.

2.1 Purchase. Customer may purchase Solutions by issuing a PO to CenturyLink, or executing an SOW. Customer's purchase of Solutions is subject to and controlled by Detailed Description(s) which are posted at <http://www.centurylinkselectadvantage.com/> and are incorporated by this reference. Customer must register to create a username and password the first time the Web site is accessed to view these Detailed Descriptions. By issuing a PO or executing an SOW with CenturyLink, Customer warrants that Customer has read and agrees to the terms and conditions of the Detailed Description(s). CenturyLink reserves the right to amend the Detailed Description(s) effective upon posting to the Web site. Customer's continued use of the Solution constitutes acceptance of those changes. If a PO issued by Customer contains any preprinted terms, those terms will not amend, modify or supplement this Service Exhibit in any way whatsoever, notwithstanding any provisions in a PO to the contrary. Any PO or SOW must (a) reference and incorporate this Service Exhibit and its Effective Date, (b) contain the Customer's exact legal name, and (c) include any other requirements as may be further described in the Detailed Description(s).

3. Term; Termination. This Service Exhibit will commence on the Effective Date of the Agreement (or, if applicable, an amendment to the Agreement if this Service Exhibit is added to the Agreement after its Effective Date), and will remain in effect until canceled by either party upon 30 days prior written notice to the other party, or as otherwise stated in the SOW. If Service is terminated for any reason other than Cause, Service may be subject to Termination Charges as set forth in the Detailed Descriptions or SOW. Termination will not affect obligations under Purchase Orders accepted prior to the effective date of termination, and this Service Exhibit will remain in effect as to such obligations in the event it would otherwise have terminated.

4. Charges. Charges for Solutions will be specified in each PO or SOW and are due and payable upon Customer's receipt of the invoice or as otherwise stated in the PO or SOW. Customer will not be eligible for any discounts or promotional offers other than those specifically set forth in an executed PO.

CENTURYLINK IQ® DATA BUNDLE OFFER ATTACHMENT

This CenturyLink IQ® Data Bundle offer attachment ("Attachment") is subject in all respects to the domestic CenturyLink IQ® Networking Service Exhibit, the Local Access Service Exhibit, the Rental CPE Service Exhibit, and the CenturyLink® Total Advantage®, CenturyLink® Loyal Advantage®, CenturyLink® Master Services Agreement ("Agreement") between Customer and CenturyLink QCC, all of which must be executed between the parties for the offer in this Attachment to apply. All capitalized terms that are used but not defined in this Attachment are defined in the Agreement or Service Exhibit.

1. Scope. Customer may purchase a Data Bundle Standard or Data Bundle Pro solution (each a "Data Bundle") under this Attachment. "Data Bundle Standard" is a combination of a CenturyLink IQ Networking Internet or Private Port, Local Access Service, and eligible pre-configured Rental CPE with 8x5 or 24x7 maintenance. Data Bundle Standard includes 10 Rental CPE configuration changes per year. "Data Bundle Pro" includes all Service elements and features of the Data Bundle Standard plus VPN Tunnel configuration, complex routing protocol configuration, NAT, PAT and DMZ configuration, and Ethernet switch options on the Ethernet-based bundles. VoIP configuration options are available with both Data Bundle Standard and Data Bundle Pro. VoIP configuration options may vary depending on the platform.

2. Eligibility and Restrictions. Customer must order all the applicable Service elements in the Data Bundle at the same time under an Agreement with either a 24, 36, or 60-month Term.

2.1 Data Bundle Ports and Local Access. Data Bundle Standard and Data Bundle Pro are available with the CenturyLink IQ Networking Port bandwidths shown in the Eligible Rental CPE table below (each a "Data Bundle Port"). Ethernet Data Bundle Ports must use Ethernet Local Access ("ELA"). If Customer uses CPA or Cross Connect Access, Customer must ensure that Local Access is compatible with CenturyLink's existing networking infrastructure and equipment, including the Rental CPE. CenturyLink will provide End-to-End Performance Reporting for Private Port Data Bundles. The Internet Port or Private Port Data Bundle Port MRC will be used to calculate Contributory Charges.

2.2 Rental CPE. The following table shows the eligible Rental CPE that may be used with each Port speed and Data Bundle.

Bundle Types	Eligible Rental CPE available with all Data Bundle Port Types (Internet and Private)						
	CenturyLink IQ Networking Port Bandwidths						
	DS1	2xDS1	3xDS1 4xDS1	5xDS1 6xDS1 7xDS1 8xDS1	With ELA: 5 Mbps and 10 – 100 Mbps ¹	With ELA 100 Mbps – 1Gbps ³	DS3
Data Bundle Standard (ADTRAN)	ADTRAN 3430	ADTRAN 3430	ADTRAN 908e w/ SBC ⁴	ADTRAN 4430	N/A	N/A*	ADTRAN NV5305
Data Bundle Pro (ADTRAN)	ADTRAN 908e w/ SBC ⁴	ADTRAN 908e w/ SBC ⁴	ADTRAN 908e w/ SBC ⁴	ADTRAN 4430	ADTRAN 908e w/ SBC ⁴ or 1335P ²	ADTRAN 5660 w/ SBC ⁴	ADTRAN NV5305
Data Bundle Standard (Cisco)	Cisco 1941	Cisco 1941	Cisco 1941	N/A	N/A	N/A	N/A
Data Bundle Pro (Cisco)	N/A	N/A	N/A	N/A	N/A	Cisco 4431-SEC	N/A
Data Bundle Pro (Juniper)	N/A	N/A	N/A	N/A	Juniper NFX250- S2	N/A	N/A
Data Bundle Standard (Juniper)	N/A	N/A	N/A	N/A	N/A	Juniper EX3300 ⁵	N/A

¹Bandwidths increase in 10 Mbps increments.

²The 1335P only supports Ethernet speeds up to 10 Mbps.

³Bandwidths increase in 100 Mbps increments.

⁴Session Border Controller.

⁵VPN tunnels are not supported.

The Rental CPE must be configured and installed for use with a Data Bundle Port. CenturyLink may use repackaged Rental CPE or substitute the Rental CPE with other CPE. Rental CPE maintenance is provided under the applicable Detailed Description. 8x5 Next Business Day ("NBD") maintenance uses ProMET® Remote Standard Service and 24x7 on-site maintenance uses ProMET® On-Site Premium Service. Customer may request password access for Rental CPE. If CenturyLink grants password access to Customer: (a) Customer waives any claim against CenturyLink or the manufacturer for maintenance, configuration support, repair, loss, or damage to the Rental CPE if a problem is caused by Customer's use of the password, (b) Customer is not entitled to any SLA credits, (c) CenturyLink is not obligated to provide any CPE configuration assistance, and (d) any CenturyLink provided CPE configuration assistance will be at its then-current time and material rates.

2.3 Upgrade. During a Service Term, Customer may upgrade a Data Bundle with a Bandwidth Upgrade, Pro Upgrade, Maintenance Upgrade, or Port Upgrade (collectively an "Upgrade"). All Upgrades are subject to the Upgrade NRC. Customer may need to amend the Agreement to include a revised Term with an Upgrade. Bandwidth and Pro Upgrades must (a) keep the same CPE Rental brand, and (b) begin a new Service Term that is the same or longer than the existing Service Term except that Customer is not required to begin a

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new Service Term if both the Local Access circuit and the Rental CPE device do not change as part of the upgrade. CenturyLink may replace Customer's existing Rental CPE to support the higher bandwidth or a different bundle and Customer must return the existing Rental CPE to CenturyLink within 15 calendar days after the new Rental CPE is installed.

a. **Bandwidth Upgrade.** Customer may upgrade to a higher bandwidth or to a Managed Data Bundle, which is purchased separately, (each a "Bandwidth Upgrade") if the Data Bundle has been installed at least three months; provided, however, Customer may not upgrade an ELA speed to NxDS1 or DS3.

b. **Pro Upgrade.** Customer may upgrade from a Data Bundle Standard to a Data Bundle Pro at the same bandwidth level ("Pro Upgrade") at any time during the Service Term.

c. **Maintenance and Port Upgrade.** Customer may upgrade a Data Bundle with 8x5 NBD maintenance to 24x7 on-site maintenance ("Maintenance Upgrade") or from an Internet Port to a Private Port ("Port Upgrade") without restarting a new Service Term if Customer: (i.) has a location and Rental CPE that qualifies, (ii.) keeps the same bundle type and bandwidth and (iii.) pays the Upgrade NRC.

2.4 Moves. Customer may move a Data Bundle to a different Service Address within the same wire center ("Move"). Such Move will not restart the Service Term. Customer must submit notice to CenturyLink at least 30 days before the requested Move date. Local Access ancillary charges may apply.

2.5 Relocation. Customer may relocate a Data Bundle to a domestic Service Address outside of the wire center ("Relocation") if Customer: (a) is relocating a Data Bundle that was installed at the old Service Address for at least 12 months, (b) submits the order for the new Service Address and the disconnect order for old Service Address at the same time, (c) submits a new order for a Bandwidth Upgrade, a Pro Upgrade or the same Data Bundle, (d) pays the Upgrade NRC and (e) follows the standard Upgrade process, if applicable. The Service Term will restart for a Relocation and must be the same or longer than the existing Service Term. If Customer had 24x7 on-site maintenance at the old Service Address and 24x7 on-site maintenance is not available at the new Service Address as a part of a Relocation, Customer may order a Data Bundle with standard 8x5 NBD maintenance. Customer may be required to use the original Rental CPE at Customer's new Service Address if CenturyLink determines that new or different Rental CPE is not necessary. If Customer requires on-site assistance from CenturyLink to install the Rental CPE at the new Service Address, an additional dispatch fee will apply.

3. Pricing. Customer will pay the rates set forth in a quote or, if applicable, as set forth in Addendum A. A Data Bundle quote is a service order request submitted on a form issued by CenturyLink and signed by Customer that includes the type and details of the specific Data Bundle ordered by Customer. CenturyLink will waive CenturyLink IQ Networking Port install NRCs and Local Access install NRCs. CenturyLink will not waive any Local Access ancillary charges, including Construction charges. Quotes will be governed by the terms and conditions set forth in the Agreement, the applicable Service Exhibits and this Offer Attachment.

3.1 If Customer wishes to order a new Data Bundle or modify an existing Data Bundle as an Upgrade, Move, or Relocation, Customer must (i) sign a new quote that includes the type and details of the updated Data Bundle or, (ii) if Addendum A applies and the new Data Bundle type is not shown in Addendum A, enter into a separate written amendment. If there is a conflict between a signed quote and Addendum A, the quote will apply to the Upgrade or the new Data Bundle that is specified on the quote.

3.2 Data Bundle Pricing. The Data Bundle Port MRC includes the MRCs for the Data Bundle Port and Rental CPE. CenturyLink will waive End-to-End Performance Reporting MRCs. The Data Bundle pricing is exclusive of, and may not be combined with any current offers, promotions, or discounts and will only be applied in lieu of any such discounts except the offer in this Attachment may be combined with certain CenturyLink Long Distance and Toll Free offers and the CenturyLink IQ Networking Transition Offer. After the Service Term for a Data Bundle expires, CenturyLink may modify pricing for the Data Bundle. Upgrades and additional Data Bundle orders after an initial order may be subject to then-current Data Bundle pricing.

3.3 Local Access Pricing. Local Access rates are in the quote or in Addendum A.

3.4 Upgrade NRC. Customer must pay the NRC in the table in this section for any Upgrade.

Description	Promo code	NRC
Upgrade NRC	iQBundleUPGR	\$275.00

4. Term; Cancellation.

4.1 Term. The term of an individual Data Bundle begins on the date CenturyLink notifies Customer that a Data Bundle is provisioned and ready for use ("Start of Service Date") and will continue for the number of months as specified in Customer's order for a Data Bundle ("Service Term"). The Service Term is indicated in the quote or the pricing table in Addendum A. If the CenturyLink IQ Networking Transition Offer and this Data Bundle offer both apply to a Port, the Eligible Service Minimum Term set forth in the Transition Offer will be the "Service Term" if it is greater than the Data Bundle Service Term. Upon expiration of a Service Term, the Data Bundle will remain in effect on a month-to-month basis until canceled by either party with 60 days' prior notice.

4.2 Cancellation. Upon cancellation of a Data Bundle, Customer will remain liable for charges accrued but unpaid as of the cancellation date. If a Data Bundle is canceled by Customer other than for Cause, or by CenturyLink for Cause, before the conclusion of its Service Term, Customer will pay: (a) a Data Bundle Port Cancellation Charge equal to: the sum of (1) all unpaid amounts for Service actually provided; (2) 100% of the remaining monthly recurring charges for months 1-12 of the Service Term; (3) 50% of the remaining monthly recurring charges for month 13 through the end of the Service Term; and (4) if not recovered by the foregoing, any termination liability payable to third parties resulting from the termination and any out-of-pocket costs of construction to the extent such construction was undertaken to provide Service hereunder and (b) the Local Access Cancellation Charges set forth in the Local Access Service Exhibit. If a Cancellation Charge requires Customer to pay the amount of any waived or discounted NRC, the Cancellation Charge will

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be (a) the difference between \$500 and the NRC amount shown in the Data Bundle quote or (b) an amount equal to the NRC shown on the Product Pricer quote.

4.3 Waiver of Cancellation Charges.

(a) Upgrade. When Customer Upgrades at the same Service Address, CenturyLink will waive (i) the Data Bundle Port Cancellation Charge, (ii) Local Access Cancellation Charge for ELA Data Bundles installed for at least 12 months, and (iii) Local Access Cancellation Charges for all other Data Bundles.

(b) Moves. When Customer's bundle type and bandwidth remain the same in a Move, CenturyLink will waive both the Data Bundle Port Cancellation Charge and Local Access Cancellation Charge.

(c) Relocation. When Customer has a Relocation, CenturyLink will waive (i) the Data Bundle Port Cancellation Charge and (ii) the Local Access Cancellation Charges for DS1 through 8xDS1 Data Bundles installed for at least 12 months. CenturyLink will not waive Local Access Cancellation Charges for Relocations of DS3 or Ethernet Data Bundles.

4.4 Rental CPE Purchase. Upon completion of a Service Term, Customer may purchase Rental CPE at its fair market value. If Customer intends to purchase Rental CPE, Customer must notify CenturyLink of such intention at least 60 days before the end of the Service Term. Customer will purchase Rental CPE on an "as-is" basis, with no representations or warranties of any kind, including no warranties of merchantability or fitness for a particular purpose or representation that any software license associated with the CenturyLink provided CPE is transferrable to Customer. Title and responsibility of the applicable Rental CPE will immediately transfer to Customer upon CenturyLink's receipt of payment. Once Customer assumes title of Rental CPE, CenturyLink will no longer provide maintenance support or any configuration changes. Customer will be responsible for purchasing or providing any separate maintenance and any software licenses for all purchased Rental CPE. Customer is also responsible for proper disposal of all purchased Rental CPE, and hereby releases CenturyLink from all and any liability relating in any way to the purchased Rental CPE.

5. Add-On Connection. Customer may add optional, CenturyLink-approved CPE cards as shown below ("Add-On Connection Cards") to certain Rental CPE if the following conditions are met: (a) the Rental CPE is associated with Data Bundle Pro, (b) there is an available slot in the Rental CPE, (c) Customer purchases the Add-On Connection Card through CenturyLink, and (d) the Add-On Connection Card is from the same manufacturer as the Rental CPE. Add-On Connection Cards are not covered under Rental CPE maintenance SLAs. CenturyLink will drop-ship Add-On Connection Cards to Customer. Customer may purchase on-site installation through CenturyLink or Customer may install the Add-On Connection Cards. If Customer installs any Add-On Connection Cards, Customer must follow CenturyLink provided directions and Customer waives any claim against CenturyLink or the Add-On Connection Card's manufacturer for maintenance, repair, loss, or damage to the Rental CPE. CenturyLink will support additional configurations for Add-On Connection Cards as part of the 10 configuration changes per year associated with the Rental CPE. Customer must remove the Add-On Connection Card from the original Rental CPE device before shipping the Rental CPE back to CenturyLink or CenturyLink associated vendor. CenturyLink is not responsible for the loss of any Add-On Connection Cards. The Add-On Connection Cards and CenturyLink on-site installation are provided under a separate CenturyLink Service Exhibit with separate charges.

CenturyLink IQ Data Bundle Pro Rental CPE Routers that Support Add-On Connection Cards	
Router	CenturyLink IQ Data Bundle Bandwidth
ADTRAN 4430 .	5xDS1 through 8xDS1
Adttran1335POE	up to 10 Mbps
ADTRAN 5305 .	DS3
ADTRAN 5660 w/ SBC and ADTRAN 5660	100 Mbps through 1Gbps in 100Mbps increments
Cisco 4431-SEC	100 Mbps through 1Gbps in 100Mbps increments

CenturyLink-approved Add-On Connection Cards	
Cisco	ADTRAN
HWIC-1DSU-T1 VWIC3-2MFT-T1/E1 SM-X-1T3/E3 EHWIC-4G-LTE-VZ EHWIC-4ESG HWIC-2FE EHWIC-1GE-SFP-CU GLC-LH-SMD GLC-SX-MMD NIM-1MFT-T1/E1 NIM-2MFT-T1/E1 NIM-4MFT-T1/E1 NIM-ES2-4 NIM-1GE-CU-SFP NIM-2GE-CU-SFP	1202862L1 (Single T1 NIM) 1202872L1 (Dual T1 NIM) 1200481E1 (1000BASELX LC SFP) 1200480E1 (1000BASESX LC SFP)

(a) Replacement Program. CenturyLink will replace a defective Add-On Connection Card within 15 business days after CenturyLink and Customer mutually determine that the Add-On Connection Card should be replaced. The replacement program will no longer apply if Customer purchases the Rental CPE device. The NRC for the replacement program is in the table in this section.

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Description	NRC
Add-On Connection Card Replacement Program	\$50.00 per Add-On Connection Card

6. Miscellaneous. All other terms not specifically set forth in this Attachment, including without limitation, any other rate elements, are as stated in the Agreement and Service Exhibits and will remain in effect. The Data Bundle Pricing will become effective as soon as practicable, but in no event later than the second full billing cycle following the Agreement or Amendment Effective Date.