

**DDOS MITIGATION SERVICE
SERVICE LEVEL AGREEMENT**

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

This Service Level Agreement (“SLA”) applies to DDoS Mitigation Service (“Service” or “DDoS”) ordered by customers pursuant to an agreement (“Agreement”) between the specific customer (“Customer”) and CenturyLink and its affiliates (“CenturyLink”). Capitalized terms not defined in this SLA are defined in the Agreement between the specific Customer and CenturyLink. For Customer’s claims related to Service deficiencies, interruptions or failures, Customer’s exclusive remedies are limited to those remedies set forth in this SLA. The SLA is effective as of the first day of the second month after initial installation of DDoS.

1. Goals. The following service level goals (“Goals”) apply to DDoS Mitigation Service, excluding DDoS Appliance Services which are provided on an as available basis with no applicable SLA. Customer will be eligible to receive from CenturyLink a credit subject to the terms, exclusions, and restrictions described in this SLA. DDoS Mitigation SLA times are based on information in the CenturyLink trouble ticketing system.

(a) Time to Notify. The Time to Notify Goal is measured from the time an Incident is detected by a system-generated alarm (“Initial DDoS Alarm”) to when CenturyLink attempts to verbally notify Customer of the Incident. Customer may request CenturyLink to notify Customer through either a phone call or e-mail. A phone call notification is available for high priority alerts. E-mail notification is available for low, medium and high priority alerts. The Time to Notify Goal applies only to DDoS Mitigation on Qualifying Internet Services, excluding Reactive DDoS Services.

(b) Time to Mitigate. If Customer has provided all the necessary information to initiate Mitigation, the Time to Mitigate Goal is measured from Customer Approval to the actual initiation of Mitigation. “Customer Approval” means: (i) the time CenturyLink receives verbal permission from Customer to initiate Mitigation or (ii) the Initial DDoS Alarm for DDoS Mitigation Service if Customer has pre-authorized CenturyLink to initiate Mitigation. If Customer has pre-authorized CenturyLink to initiate Mitigation, but additional countermeasures that were not pre-authorized are required to mitigate the Incident, the verbal permission Time to Mitigate Goal will apply to the additional countermeasures that were not previously pre-authorized. Initiation of Customer pre-authorized Mitigation may be done by an authorized CenturyLink employee or as an automated initiation by the system (“Auto-Mitigation”). Customer chooses which mode to use.

Description	Goal	Remedy (Credit is applied as a % of the MRC for the affected Service)	
Time to Notify	15 minutes from Initial DDoS Alarm	16 – 30 minutes = 50%	More than 30 minutes = 100%
Time to Mitigate	15 minutes from Customer’s verbal permission to begin Mitigation	16 – 30 minutes = 50%	More than 30 minutes = 100%
	15 minutes from Initial DDoS Alarm (Pre-authorized Mitigation initiated by CenturyLink employee or Auto-Mitigation)	16 – 30 minutes = 50%	More than 30 minutes = 100%

2. Status Reporting and Change Requests. The following Status Reporting and change request objectives are intended to be informational only and do not provide any SLA credits and are not subject to any other Goal in this SLA.

(a) Status Reporting. If requested by Customer, CenturyLink will provide Customer with a status report by telephone, or e-mail within 60 minutes after the initiation of Mitigation.

(b) Change Requests. Customer may request one routine configuration or policy change per 90 day period. CenturyLink will provide the routine configuration and policy change requests within one business day after the request. Customer requests that exceed one request per 90 day period may result in additional charges. A routine change means a change when an attack is not taking place.

3. Maintenance.

3.1 Normal Maintenance. CenturyLink may periodically upgrade software or hardware to maintain the latest versions in operation. If CenturyLink determines an upgrade is necessary, CenturyLink will work with Customer to schedule a time to make necessary changes, preferably during the normally scheduled CenturyLink maintenance window as follows.

- AMERICAS: Saturday 00:00 AM to 05:00 AM; Sunday 00:00 AM to 05:00 AM.
 - EMEA: Saturday 00:00 AM to 04:00 AM.
 - ASIA PACIFIC (Except Japan): Saturday 21:00 (GMT) to Sunday 01:00 (GMT)
 - JAPAN: Sunday 04:00 (JST) to 08:00 (JST)
- All times listed are local times and subject to change.

Customer must allow CenturyLink to make these changes within five business days of receipt of the request from CenturyLink, or CenturyLink’s obligation to provide this Service and meet any Service SLAs and Goals will be suspended until Customer grants CenturyLink the access CenturyLink requires to make such changes.

3.2 Urgent Maintenance. “Urgent Maintenance” means efforts to correct conditions that require immediate action. Urgent Maintenance may degrade the quality of the Service. CenturyLink’s efforts related to Urgent Maintenance are subject to this SLA

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and credits may apply to the extent Goals are missed. CenturyLink may undertake Urgent Maintenance at any time deemed necessary and will provide notice of Urgent Maintenance to Customer as soon as is commercially practicable under the circumstances.

4. General.

4.1 Remedies. To be eligible for SLA credits, Customer must be in good standing with CenturyLink and current in its obligations. To receive SLA credits, Customer must contact CenturyLink Billing Inquiries via the contact information provided on their invoice within 60 calendar days after the date when the relevant SLA Goal was not met. CenturyLink will determine the credits provided to Customer by applying the applicable remedies set forth in this SLA. All performance calculations and applicable Service Credits are based on CenturyLink records and data unless Customer can provide CenturyLink with clear and convincing evidence to the contrary. A credit will be applied only to the month in which the event giving rise to the credit occurred. The credits will apply to the MRCs of the affected Service after application of all discounts and do not apply to MRCs of other services. The maximum service credits issued in any one calendar month will not exceed 100% of the MRCs of the affected Service. Cumulative credits in any one month must exceed \$25.00 to be processed. If Customer fails to notify CenturyLink in the manner set forth above with respect to the applicable SLA credits, Customer will have waived its right to such SLA credits for that month.

4.2 Limitations. This SLA will not apply, and Customer will not be entitled to receive a credit or exercise a termination right under this SLA, for any event that adversely impacts the Service that is caused by: (a) the acts or omissions of Customer, its employees, contractors or agents or its end users; (b) the failure or malfunction of equipment, applications or systems not owned or controlled by CenturyLink; (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) 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) CenturyLink's termination of Service for Cause or Customer's use of Service in an unauthorized or unlawful manner; (j) improper or inaccurate network specifications provided by Customer; or (k) Customer fails to fulfil any of its responsibilities or obligations as detailed in the Agreement, the SG and/or any other guidelines or policies applicable to the Service.

4.3 Customer Termination Rights. Customer may terminate the affected Service for its convenience and without cancellation charges or further liability to CenturyLink if CenturyLink is unable to meet the Goals herein within a 60 day cure period. The 60 day cure period will begin after a trouble ticket is opened. Customer may terminate the affected Service by providing written notice per the Agreement within 20 days after the 60 day cure period ends. Such termination will be effective 45 days after receipt of written notice by CenturyLink of termination from Customer, unless Customer requests Service to be continued and establishes a new termination date after 45 days. Customer is responsible for all Service charges until the termination date. If Customer fails to notify CenturyLink in the manner set forth in this section with respect to the applicable termination right, Customer will have waived its right to terminate the affected Service.