

Lumen Service Guide

Edge Gateway Service

Updated: April 20, 2022

“Lumen” is defined for purposes of this Lumen Edge Gateway Services Service Guide (“Service Guide”) as CenturyLink Communications, LLC d/b/a Lumen Technologies Group or its affiliated entities providing Services subject to this Service Guide. Terms used but not defined in this Service Guide will have the meaning set forth in the Service Schedule or Agreement. This Service Guide is subject to change and changes are effective upon posting. This Service Guide sets forth a description of Lumen Edge Gateway Services, which may also be called “Adaptive Virtual Services”, “AVS”, “Adaptive Virtual Services Premises - Lumen Edge Gateway” or “Adaptive Virtual Services Premises” on ordering, invoicing, or other documentation (the “Service”) offered by Lumen, including technical details and additional requirements or terms. This Service Guide is subject to and incorporated into the Lumen Edge Gateway Service Schedule. The specific details of the Service ordered by Customer will be set forth on the relevant Service Order. Edge Gateway availability may depend on the geographic location of Customer.

1. Service Description.

Lumen Edge Gateway Service creates an environment where Lumen managed services and Customer managed services can be hosted concurrently on the same physical Edge Gateway. Customer will have access to Edge Gateway portal to deploy, configure, and manage Customer managed applications on the Edge Gateway. The Edge Gateway deployed at the Customer Premises may be utilized by customer to create, configure and manage Customer Virtual Network Functions (“VNF(s)”).

If any Edge Gateway is installed in India or China, the terms of Exhibit A to this Service Guide will apply.

2. Service Components.

2.1 Customer Managed Application(s). Prior to deployment, Customer will be required to provide Lumen an acceptable installation image of the application including the requisite guest operating system. Lumen will configure the VM, install the installation image, and establish the service chain at the time of deployment. The service chain will be dependent on the virtualized application function(s).

2.2 Edge Gateway User Portal. The Edge Gateway management portal provides access to inventory, status, and performance information for the Edge Gateway, Lumen managed hosted applications, and Customer managed applications. The Edge Gateway portal also allows the Customer to select control functions for Customer managed applications.

2.3 Service Options. The on-site installation option will provide a Lumen technician at the Customer Premises to support the Edge Gateway activation. The on-site maintenance option will provide a Lumen technician at the Customer Premises to support the replacement of an Edge Gateway 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 up to three (3) hours per Edge Gateway. If Lumen determines that additional time is needed, Customer will be charged an additional \$250, or local currency equivalent, per hour per technician plus any charges associated with additional materials. Customer will ensure Lumen and its representatives have access to Customer Premises for installation and maintenance (if purchased) and removal of equipment and Services as scheduled, including obtaining all landlord approvals or letters of agency.

2.4 Maintenance and Support.

2.4.1 Patch Releases. Lumen compiles, packages, certifies, approves, and delivers software patches for the Edge Gateway virtual operating system software. If implementation of a patch is delayed by Customer, any outages directly caused by the delay will not qualify for any Service Level credits. If any required patch goes unsupported by the vendor and Customer does not agree to implement the patch, Lumen reserves the right to terminate the Edge Gateway without penalty.

2.4.2 Upgrades. Lumen may periodically upgrade the Edge Gateway or the relevant operating software on Edge Gateway to conform with the latest tested and approved versions. If Lumen determines an upgrade is necessary, Lumen will perform the upgrade during its standard maintenance window. Customer must ensure the Edge Gateway device has sufficient remaining memory to perform the upgrade. Customer is responsible for backup and restoration of all Customer Managed VNFs. Customer must allow Lumen to make these changes within five business days of receipt of the request from Lumen, or Lumen’s obligation to provide the Edge Gateway in accordance with the Lumen Service Schedule and any associated services will be suspended until Customer grants Lumen the access required to make such changes. Lumen reserves the right to terminate the Edge Gateway immediately upon notice if suspension of Service continues for more than 30 days. If Lumen determines that an emergency upgrade is required, Lumen will make the change as quickly as possible. Lumen will use commercially reasonable attempts to contact the Customer’s technical contact prior to said change. Lumen may not proactively upgrade every Customer environment. If a newer version of software has been tested and approved by Lumen, Customer may proactively request an upgrade via a support ticket.

2.4.3 Maintenance Windows. Lumen will use commercially reasonable efforts to perform routine maintenance only during standard maintenance windows Lumen has the right to perform scheduled maintenance, which may limit or suspend the availability of the Services. Lumen will provide Customer with at least ten (10) days prior notice of any scheduled maintenance activities.

3. Environmental Requirements for Edge Gateway at Customer provided locations.

Customer must maintain proper environmental conditions as required by Lumen, Lumen's supplier, or the hardware manufacturer.

FAILURE TO ADHERE TO THE ENVIRONMENTAL REQUIREMENTS DESCRIBED IN THIS SERVICE GUIDE WILL VOID ANY APPLICABLE SERVICE LEVEL AGREEMENT AND MAY RESULT IN LUMEN'S INABILITY TO PROVIDE THE SERVICE.

3.1 Rack, Cabinet or Shelf. Physical installation must provide for the security and protection from physical damage or contamination.

3.2 Temperature and Humidity. The Service must maintain temperature within the range of 50°F to 90°F and non-condensing humidity within the range of 15% relative humidity to 85% relative humidity.

3.3 Power. Customer will (i) maintain and utilize power sources and equipment capable of operating at 100% of load, without sustaining an outage, (ii) use cabling that meets national electrical and fire standards and any specification required by Lumen, (iii) maintain connection of Edge Gateway directly into the power source, (iv) will not permit power utilization to exceed the recommended power rating and (v) will maintain all Edge Gateway in compliance with the electrical regulations of the region where such equipment is installed.

Exhibit A

China India Addendum

The following additional terms will apply to Lumen's delivery of Edge Gateway within China or India:

1. Customer will comply with all laws and regulations in its use of the Service, including without limitation telecommunication regulations. Lumen and Customer agree to comply with any anti-bribery, anti-corruption and fraud laws and regulations applicable to the transactions contemplated.
2. Any obligation for Lumen to indemnify Customer or any third party and/or any obligation to protect Customer's information or data, whether contained in the Agreement or in any other agreement between the parties, will not apply to the Gate Way Service provided in China or India.
3. The title to any hardware or software provided in conjunction with Service remains the property of Lumen's third-party provider.
4. Customer further agrees that any delays it encounters in the pursuit of the locally required permits or licensing as a pre-requisite for use of the Services shall not preclude timely payment for the Services. Customer agrees that applicable early termination charges will apply even if Service is not useable or accessible by Customer due to government enforcement actions against Customer or inability to obtain necessary permits or licensing.
5. If any component of the Edge Gateway or any other hardware or Software used in the provisioning of Service constitutes a foreign-developed encryption product, then Customer agrees that Service will be used strictly in compliance with laws and regulations governing encryption technology.
6. LUMEN MAKES NO WARRANTIES OR REPRESENTATIONS FOR SERVICE PROVIDED IN CHINA OR INDIA, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE. IN NO EVENT WILL LUMEN OR ITS AFFILIATES BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, RELIANCE OR CONSEQUENTIAL DAMAGES RELATING TO LUMEN'S PROVISION OF EDGE GATEWAY IN CHINA OR INDIA, REGARDLESS OF: (I) WHETHER LUMEN HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES; (II) THE FORM OF ACTION, WHETHER IN CONTRACT, TORT, STRICT LIABILITY, INDEMNITY, OR OTHERWISE; AND (III) REGARDLESS OF WHETHER THE DAMAGES WERE FORESEEABLE. NO SERVICE LEVEL AGREEMENT SHALL APPLY TO EDGE GATEWAY IN CHINA AND/OR INDIA. ANY OTHERWISE APPLICABLE SLA WILL BE PROVIDED ON A SERVICE LEVEL OBJECTIVE BASIS ONLY AND NO APPLICABLE CREDITS WILL APPLY.
7. Government Actions: The parties acknowledge and agree that Lumen will have no liability arising from or related to any actions taken by Government Authorities (defined below) affecting in any way Lumen, its employees, representatives, vendors, or by Lumen at the behest of Government Authorities including as further described below.
 - 7.1 Any information, data or content, including Confidential Information or data, at rest, hosted or in transit may be viewed, impaired, modified, blocked, seized, copied, tracked, accessed, disrupted or disabled for any reason or no reason by (i) any state owned entity or entities acting on behalf of or under the influence of any government or judicial authority, and/or (ii) any governmental or judicial authority or any entity acting on the government's behalf, and/or (ii) law enforcement officials or government representatives, officials or agents or judgment of a valid court (all collectively referred to as "Government Authorities").
 - 7.2 Customer understands that any changes in laws and regulations in China or India governing network security may result in modifications and/or restrictions to Service, which may involve or result in, without limitation, (i) blocking or removal of Customer information or content or limitations on Customer's right or ability to view, access and retain information or content, (ii) discontinuation of use of certain software or hardware utilized to provide Service or discontinuation of Service entirely, and (iii) sharing of sensitive data and technology with Government Authorities. Subject to compliance with applicable law, Lumen will exercise commercially reasonable efforts to notify Customer of the requirement to make any such modification or restriction with a view to providing Customer with an opportunity to adjust its operations in order to take account of such modification or restriction. Customer will not be entitled to any service level credits for service deficiencies caused by such modifications and/or restrictions.
8. All Services will be provided by Lumen via its licensed in-country vendors and their designated third parties or designees (collectively "In-Country Vendor(s)"). By signing this Agreement Customer consents to CenturyLink's use of such In-Country Vendors. Any regulated services will be provided through licensed third party service providers, subject to the approval of Chinese regulatory authorities. CenturyLink may increase the fees and charges applicable to any Service provided hereunder at any time upon thirty (30) days prior written notice, including fees related to any applicable increase imposed by CenturyLink's In-Country Vendors, any increase mandated or imposed on CenturyLink by any governmental authority or any entity, agency or authority acting on behalf of or under the influence of any government authority and/or increased power or facilities costs.
9. Use of Service. Customer and its End Users will not (i) use or access the Services in a manner that: materially interferes with or harms the Lumen infrastructure or any third parties; or is tortious or violates any third party right; and (ii) use the Services for providing telecommunication services without required telecommunication licenses under applicable local law. Lumen may suspend the affected

Service if Customer violates this Use of Service provision. Lumen will attempt to notify Customer in writing prior to suspending Service. However, Lumen may suspend and/or terminate the Service without notice and without liability if Lumen becomes aware of or reasonable suspects a violation of any applicable law, or regulation, compliance requirement (including applicable local permitting requirements) or of activity that exposes Lumen to criminal or civil liability, exposes Lumen to breach of contract claims with its vendors or that exposes the Lumen network, Lumen property or Lumen customers' network or property to harm. Customer agrees to defend, indemnify and hold Lumen harmless from third party claims, losses, damages, liabilities, costs and expenses, including, without limitation, reasonable attorneys' fees arising from non-compliance with this Section 9.