CENTURYLINK ETHERNET OVER SONET ("EoS") SERVICE LEVEL AGREEMENT ("SLA")

Any Qwest Corporation d/b/a CenturyLink QC ("CenturyLink") intrastate tariff, price list, price schedule, administrative guideline, catalog, and other rate and term schedules, whether individually or together, will be referred to as "Tariff" in this SLA. CenturyLink offers this SLA in accordance with the applicable Tariff and Technical Publication 77332 ("Tech Pub"). In the event of a conflict between the terms of this SLA and the Tariff or Tech Pub, the terms of the Tariff and Tech Pub will control. If Service becomes de-Tariffed, this SLA will be offered in accordance with this SLA and the Tech Pub. Capitalized terms not defined in this SLA are defined in customer's agreement for EoS.

Measurement	Reference		Respon	se/Comme	ents	
Compensation for loss of service at circuit level	Applicable when SHNS ring is up and individual circuits/ports on SHNS go down. This applies to all circuits/ports on SHNS, not just Ethernet.	Compensation is	s if SHNS rir	ng bandwid	th goes d	own.
Service Availability	Service Availability requirement is 99.99% minimum. The service is available when it is in a state where it is fully useable. A service is in the available state unless a transition to the unavailable state is observed without a subsequent transition to the available state.	At SHNS ring level and not at EoS circuit/port. Refer to SHNS SLA document, Service Availability parameter.				
	 Transitions between the available and unavailable states are: Transition to the unavailable state occurs at the beginning of 10 consecutive Severely Errored Seconds. A Severely Errored Second or "SES" is a one second period containing >= 30% errored blocks or at least one severely disturbed period. A severely disturbed period occurs when, over a period of time equivalent to 1 ms, all the contiguous blocks are affected by a high bit error density. Transition to the available state occurs at the beginning of 10 consecutive seconds, none of which is a SES. 					
	At SST system bandwidth capacity level and not at EoS circuit/port. Refer to SST SLA document, Service Availability parameter.					
	 Transitions between the available and unavailable states are: Transition to the unavailable state occurs at the beginning of 10 consecutive SES. Transition to the available state occurs at the beginning of 10 consecutive seconds, none of which is an SES. 					
Throughput	The EoS customer-orderable synchronous transport signals ("STS") transport bandwidth increments are a physical layer limit on the rate at which the customer's Ethernet frames can transverse the Network Interface (NI) and represent the maximum throughput that the CenturyLink SST or SHNS network will deliver in both ingress and egress directions under normal operating conditions.	This is a performance objective. There is no pay out for failure to comply. Throughput Objectives				
		Ethernet Interface	SPE Mapping Increment	Payload Capacity	MAC Frame Size (bytes)	Maximum Throughput
		10Base-T	STS-1-1v	48.38 Mbps	All	100%
		100Base-TX; 100Base-LX10;	STS-1-1v	48.38 Mbps	64	56.4%

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within 20 minutes to clear the trouble. Trouble reports include autonomous, CenturyLink system generated reports.
 CenturyLink is committed to 30 minute restoral in the event of a service interruption with the following two exceptions Two hours maximum restoral time in the event that the working path or protection path fails as a result of an electronic component failure. Eight hours maximum if the path failure is a result of a cable failure
<u>SST</u> Upon receipt of a trouble report, CenturyLink will initiate action within 20 minutes to clear the trouble.
CenturyLink is committed to the following service restoral times: - Four hour maximum in the event of a service interruption due to an electronic component failure. - Eight hours maximum if the trouble is caused by a cable failure.

REFERENCES:

SST Technical Publication: http://www.gwest.com/techpub/77346/77346.pdf

SHNS Technical Publication: http://www.gwest.com/techpub/77332/77332.pdf

State Tariffs - Local CenturyLink 14-state region http://tariffs.qwest.com:8000/Q_Tariffs/QT_Tariff_State_Page/index.htm