

LUMEN FIELD TECH SERVICES SCHEDULE

1. General. This Service Schedule is applicable only where Customer orders Field Tech Services (“Services” or “FTS”) which may also be called (3) Tech Services, Remote Hands, Smart Hands On-Site Assist and Technical Assist on ordering, invoicing, or other documentation. “Lumen” is defined for purposes of this Service Schedule as CenturyLink Communications, LLC d/b/a Lumen Technologies Group or its affiliated entities. Lumen may use a third party to provide Service to Customer, but Lumen will remain responsible to Customer for Service delivery and performance. Customer may request FTS by submitting a Service Request (as defined below). The Service is subject to and governed by the Master Service Agreement or other service agreement executed between Lumen and Customer, and if none, Lumen’s standard Master Service Agreement located at <https://www.lumen.com/en-us/about/legal/business-customer-terms-conditions.html> which Lumen may update from time to time (the “Agreement”). Agreement includes any Service Request or document incorporated by reference into this Service Schedule. Lumen’s provision of FTS constitutes Lumen’s acceptance of a request for such Services.

1.1 Additional General Terms. Service charges are exclusive of taxes and presented without reduction for any Withholding Tax, all of which are the responsibility of the Customer. “Withholding Tax” means any amount or account of tax on sources of income which a payor is obliged to deduct from payments due to a recipient and account for or to any tax authority. If any payment to be made to Lumen under this Service Schedule should be subject to reduction by reason of a Withholding Tax, Customer agrees to pay Lumen such amounts as would have been necessary so that the aggregate net amount received by Lumen after application of a Withholding Tax is the same amount as would have been received by Lumen if there had been no requirement to deduct or withhold such tax. 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 Lumen affiliate that provides the local Service(s). Such Lumen affiliate will invoice Customer or its local affiliate for the respective local Service(s).

2. Services.

2.1 FTS is on-going network support, including “smart hands” maintenance and parts logistics support for management and maintenance of Customer’s telecommunications hardware utilized as part of a Lumen service offering and located in the Lumen Service Location or Site Types designated as Tier 1, Tier 2, and Outreach (as defined below). Lumen Service Location or Site Types are subject to availability as further described in the FTS Service Guide.

2.2 FTS is comprised of two types of Technician services, On-Demand Maintenance and Scheduled Maintenance. Each Lumen Technician will perform activities or tasks commensurate with the Technician’s skill set and Customer may not request the Technician perform tasks not consistent with the applicable Service Request or the skills associated with the Technician. Lumen technicians may provide maintenance support for the following Customer hardware which may include but not be limited to: (i) Opto-Electronic/Optronics; (ii) Muxes/Stat Muxes; (iii) Routers/Switches/Hubs; (iv) Channel Service Unit (“CSU/Data Service Unit (“DSU /Modems”); and (v) Fiber Distribution Panel (“FDPs”). No equipment is included with the Service. Customer must verify with Lumen the availability of the Service in Customer’s desired locations.

2.2.1 On-Demand Maintenance describes a critical situation or problem adversely impacting the performance of the Customer network, including but not limited to power cycling, troubleshooting and escorts, requiring on-site support and maintenance that is not pre-scheduled and is promptly assigned a Technician for support.

2.2.2 Scheduled Maintenance describes a situation or event that is planned and scheduled in advance, with known actions to be taken including maintenance, installation and removal of equipment, cabling and other related support services. Scheduled Maintenance needs to be scheduled at least 72 hours in advance.

2.3 Field Tech Services Requests. Customer may request that Lumen provide FTS to Customer from time to time by contacting Lumen as directed in the FTS Service Guide and by submitting a FTS Service Request. Lumen will not be obligated to perform or commence any FTS until a Field Tech Services Request has been provided by Customer and a Lumen FSA creates a FTS ticket to initiate the request. Lumen may require a method of procedure (“MOP”) to be completed by Customer or contact the Customer with any questions. Technicians may be assigned to Service Requests by Lumen 24 hours per day, 7 days per week, 365 days per year. Once on site, the Technician will contact the Customer to perform the Field Tech Services requested by the Customer.

2.4 Service Level Agreement (“SLA” or “Service Levels”). There is no SLA for Scheduled Maintenance Service and Customer is not entitled to any service credits. Credits are only available against the MRC for the affected On-Demand Maintenance Service. Service Levels do not apply to Excused Outages.

On-Demand Maintenance Response Time SLA (“Response Time SLA”). The Response Time SLA for On-Demand Maintenance and support is as set forth below. This SLA will not apply to any FTS that is for Scheduled Maintenance and related support, installation or removal. This SLA is measured from the time the Lumen Field Tech Services Associate (FSA) receives and logs the Customer’s On-Demand Maintenance request with all of the necessary information requested by the FSA until a Lumen Technician is assigned in response to the particular request. If Lumen does not meet the SLA for reasons other than an Excused Outage (as defined in the Agreement) (“SLA Failure”), Customer will be entitled to a service credit equal to \$100, or local currency equivalent, per hour for each hour beyond the SLA (capped at \$400.00, or local currency equivalent, per location per month). Such written request must be received by Lumen within thirty (30) calendar days of the SLA Failure. Upon Lumen’s review and confirmation of the SLA Failure, any approved service credit will be applied to Customer’s next full billing cycle. If Lumen does not receive the Customer’s written notice within such 30-day period, Customer waives the service credit. A service request for FTS that fails to meet the SLA due to Customer delay, misdiagnosis

by Customer, or due to Customer provided parts being dead on installation or dead on arrival (“DOI/DOA”) or delivered late will not be counted as an SLA Failure.

On-Demand Maintenance SLA Response Times - Continental United States and Canada:

Site Type	Business Hours	After Hours
Tier 1	1 hour	2 hours
Tier 2	2 hours	4 hours
Outreach*	4 hours	4 hours

*Outreach locations must be pre-approved and may include additional fees as described in the Service Guide.

Any other approved Site Types outside of those identified in the tables above are not subject to the SLA. No SLA Response Times apply. Response Times are based on reasonable efforts only and no service credits or other remedy will apply.

To be eligible for credits, Customer must be current in its obligations, and Customer must contact Lumen 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 charges invoiced for the affected Service and will not apply to any other services provided by Lumen. Duplicative credits will not be awarded for a single failure, incident, or outage. The aggregate credits in any calendar month will not exceed 100% of the MRC of the affected Service. The Service Level credits, and termination rights stated in this Service Schedule will be Customer’s sole and exclusive remedies with respect to any service failure or outage.

3. Customer Responsibilities. Customer acknowledges and agrees that its failure to perform its obligations detailed in the Agreement, this Service Schedule, a Service Request, or an Annual Commitment Addendum, as applicable, may result in Lumen’s inability to perform the Services. Lumen will not be liable for any failure to perform, including any SLAs, in the event Customer fails to fulfill Customer’s obligations. The following conditions must be met by Customer.

- 3.1** Customer must initiate a Service Request by phone, email or through the Portal before an FTS ticket can be created.
- 3.2** If the Customer is requesting any kind of Service requiring parts or materials, the Customer must either:
 - Have all materials and parts on site, OR
 - Be able to provide a tracking number for a shipment with all materials and parts required to perform the work before an FTS ticket is opened, OR
 - If the Customer did not ship all required parts, Lumen can use consumables provided they are available at the site where the work is being done.NOTE: Lumen FTS will only be provided to, and at the request of, the Lumen Customer of record.
- 3.3** Customer will specifically identify and provide Lumen with access to all relevant Customer-controlled information, resources and locations required to complete the Services.
- 3.4** Neither Customer nor its representatives will attempt in any way to circumvent or otherwise interfere with any security precautions or measures of Lumen relating to the Service or any Lumen equipment.
- 3.5** Lumen is not responsible for the hardware, software licenses or vendor maintenance support for any devices unless specifically set forth in this, Service Schedule, a Service Request, or an Annual Commitment Addendum.
- 3.6** Customer will commit sufficient resources and staffing sufficient to meet its obligations for Lumen to perform the Services.
- 3.7** Customer is responsible for ensuring that all sites are and remain in good operating order consistent with industry standards and remain free from any hazardous conditions.
- 3.8** Customer is responsible for backing up and otherwise securing (i.e., encrypting) Customer information, data and content stored on devices prior to the commencement of FTS. Lumen is not responsible for and will have no liability for any claims relating to the destruction, loss, security or corruption of Customer information, data or content.
- 3.9 Portal.** If Lumen provides Customer with Portal access in connection with the Service, Customer will use such access solely 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, unless Customer can prove that such access or use has not been caused by any culpable action or omission of Customer or attributable to Customer.

3.10 Non-Lumen sites.

3.10.1 Customer is responsible for ensuring that all non-Lumen facilities or sites (e.g., Customer or third party sites) for which Customer has requested FTS Services to be performed are and remain in good operating order consistent with industry standards and remain free from any hazardous conditions. It will be Customer’s responsibility to correct any unsafe conditions and to ensure that non-Lumen sites comply with all applicable safety standards and regulations. Technicians reserve the right to vacate any site that the Technician deems unsafe. Customer is responsible for setting up detailed site access procedures for Technicians. Any costs associated with the setup of

access procedures, including but not limited to hand scans, will be billed to Customer as incidental costs as set forth in the Service Guide or Annual Commitment Addendum as applicable. Customer is responsible for ensuring the Technician(s) will have access to a phone line and reasonable parking facilities.

Customer will ensure Lumen has access as needed. Lumen will use reasonable efforts to comply with Customer's reasonable access policies, including, but not limited to, working hours and all safety and security and physical security regulations, provided such policies are provided to Lumen with reasonable advance notice.

3.10.2 Customer will provide a Site Orientation session to the Technician(s) that will be supporting the Customer at a non-Lumen site, unless the parties agree that a Site Orientation is not required. The Site Orientation includes but is not limited to a review of access procedures, rack layout, hardware and any additional training deemed necessary by the Technician supporting the site ("Site Orientation"). Lumen and Customer will review any site determined to be below industry standards or hazardous in order to resolve all issues prior to the Service Commencement Date of any FTS at that site. Customer will be charged Lumen's hourly rates as set forth in the FTS Service Guide or in the Annual Commitment Addendum as applicable for attending the Site Orientation. Customer will schedule each Site Orientation with the Service Desk on mutually agreed upon dates and times. Site Orientations must be completed prior to the Service Commencement Date.

3.11 Rates and Expenses; Service Term; Acceptance.

3.11.1 Rates and Expenses. This Section replaces the Commencement of Billing Section in the Agreement. Customer will pay all charges for Service Requests as set forth in the FTS Service Guide Pricing Section or expressed as a monthly recurring charge ("MRC") in an Annual Commitment Addendum, as applicable. In addition, Customer will be charged Incidental Costs and Expenses incurred, and applicable Taxes and Fees, if any. Subject to the Acceptance section below, the Service Commencement Date is the date Customer submits a Service Request with Lumen or as provided in an Annual Commitment Addendum. Lumen reserves the right to immediately and without notice correct Billing Account Numbers (BANs) associated with Service Requests in accordance with its records, including in those cases where the Customer has incorrectly identified a BAN with a Service Request in order to prevent repeated disputes for incorrect billing. If Service is delayed due to Customer, Lumen may begin charging Customer for Services, and Customer will pay such charges. Charges for certain Services are subject to (a) a property tax surcharge and (b) a cost recovery fee per month to reimburse Lumen for various governmental taxes and surcharges. Such charges are subject to change by Lumen 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 www.lumen.com/taxes. Lumen reserves the right to increase rates including in proportion to the increase, if any, in the Consumer Price Index (CPI), All Urban Consumers (CPI-U), U.S., City Average, published by the United States Department of Labor, Bureau of Labor Statistics (1982-84 – 100), or local country equivalent index, for the preceding twelve (12) month period.

3.11.2 Acceptance. The acceptance and Customer Commit Date in the Orders Section of the Agreement will not apply to Services purchased under this Service Schedule. Except as otherwise provided, a Service Request will be deemed accepted when the Technician has completed the mutually agreed upon work as identified by Customer in a Service Request and/or MOP and the results are communicated back to Customer via ticket closure.

3.11.3 Service Term. FTS is transactional maintenance support requested by Customer via a Service Request on an as needed basis and does not have a Service Term. When Customer purchases FTS with an annual commitment, Customer will need to execute an Annual Commitment Addendum.

3.11.4 Termination. Customer will pay all fees, including applicable incurred hourly fees and any reasonable expenses incurred by Lumen after a request is made. This Section replaces the Cancellation and Termination Charges section in the Agreement.

3.12 Letter of Agency. If applicable, Customer will give Lumen the limited authority to directly notify the appropriate vendor for the purpose as specifically identified in the letter of agency mutually agreed upon by the parties. Customer may terminate this authorization at any time upon notice to Lumen. If applicable, Customer will also provide its vendors with a letter (with a copy to Lumen) acknowledging Lumen's role as Customer's agent solely as it relates to the purpose as specifically identified in such letter of agency. As soon as commercially practicable, Customer will provide Lumen with a copy of any contractual commitments between Customer and its vendor that Lumen must be aware of or comply with in order to coordinate such vendor accordingly.

3.13 Lumen or its subcontractor(s) may access or use Customer's personal information (including business contact information) across its global geographic operations as necessary to provide, support or improve Services or to otherwise perform under the Agreement. Customer represents that it will ensure that all information provided to Lumen is accurate at all times and that any business contact has consented to Lumen's processing of Customer's personal information for such purposes.

4. Additional Terms, Service Obligations and Disclaimers.

4.1 Disclaimer of Warranties. FTS IS PROVIDED ON AN "AS-IS" BASIS AND LUMEN MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE. LUMEN DISCLAIMS ANY WARRANTY TO PREVENT UNAUTHORIZED USE OF THE SYSTEM. Lumen will not be liable to Customer or any third party to the extent any work performed violates and/or voids, in whole or in part, any equipment, software and/or manufacturer's warranty.

4.2 Non-Solicitation of Employees. Customer or its third party will not, without the prior written consent of Lumen, either directly or indirectly, solicit or attempt to solicit, divert or hire away any Technician for a period of one year following the termination of a Service Request for which the Lumen Technician performed work for Customer, except that Customer may recruit or hire a Lumen Technician identified by Customer solely as a result of the Lumen Technician's response to a non-specific, general advertisement by Customer.

4.3 Order of Precedence. The Service Request will not amend, modify, or supplement this Service Schedule in any way whatsoever, notwithstanding provisions in the Service Request to the contrary.

4.4 Limitation of Liability. Lumen's sole liability for any failure to perform FTS will be the service credits, if applicable, and if not applicable, then re-performance of the FTS. In no event will Lumen's liability for FTS exceed the fees paid to Lumen for the affected Service Request or Annual Commitment Addendum.

4.5 Miscellaneous. Notwithstanding anything to the contrary in the Agreement, Customer is prohibited from reselling Services provided pursuant to this Service Schedule or a Service Request without the express written consent of Lumen and, if applicable, Lumen's subcontractor. Customer will not require or allow access by the Technician to its Customer data in the performance of Services, 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 by Lumen and its Technician occurs, such exposure is incidental to the Services and not meant for the purpose of accessing, managing the PHI or creating or manipulating the PHI, such exposure is allowable under 45 CFR 164.502(a)(1)(iii).

5. Definitions.

"After Hours" mean Monday - Friday 5:01 p.m. – 7:59 a.m. local time, Saturdays, Sundays, and Lumen holidays, where work is performed.

"Annual Commitment Addendum" for purposes of this Service Schedule means the terms that constitute the Order from Customer that describes the annual term and hour commitment to be agreed by Customer.

"Business Hours" mean Monday - Friday 8:00 a.m. – 5:00 p.m. local time where work is performed.

"Expenses" means Lumen's reasonable, documented, actual out-of-pocket expenses incurred in providing the Services to Customer, including travel related expenses such as mileage, airfare, hotel, rental car and meals. Customer agrees to reimburse Lumen for Expenses in accordance with the Service Guide.

"FSA" or "Field Tech Associate" monitors the intake of Customer Service Requests, collects all pertinent Service Request details from the Customer, coordinates scheduling with the on-site technician team, routes requests to the appropriate regional field teams and generates a ticket with a trackable reference number.

"FTS Service Guide" means the product-specific Service guide that includes technical specifications which Lumen may modify from time to time, effective upon posting and a copy of which is available upon Customer's request.

"Incidental Costs" may include, without limitation racks, cabling, patch panels, connectors, shipping materials and use of freight elevators and all shipping. All shipping will use the method Lumen determines most suitable, will be insured at Customer's replacement cost and will be in manufacturer's original packaging unless otherwise requested in writing by Customer. Incidental Costs will be billed to Customer as designated in the Service Guide.

"Portal" means the Service specific web-based portal to which Customer may have access.

"Service Request" means, for FTS, an email request or telephone request by Customer, a ticket submission through the applicable Portal or other confirmation by Customer as detailed in this Service Schedule.

"Site Types" or "Service Locations" are:

(a) Tier 1: Lumen on-net, in market locations including gateways, data centers and colocation facilities with on-site staff available to support facilities access and on-site monitoring within Lumen's route miles / network.

(b) Tier 2: Lumen on-net, in market locations including metro gateways, data centers and colocation facilities with limited on-site staff to support facilities access or remote site monitoring.

Note: The difference between Tier 1 and Tier 2 sites is Lumen's staffing model (manned vs unmanned). As Lumen's network evolves, some sites may change from a Tier 1 to a Tier 2 and vice versa due to the location's staffing model (e.g., site becomes manned from being an unmanned site).

(c) Outreach: Lumen or Customer sites that are on-net, out of market, off-net, out of market locations that are non-staffed, hard to reach sites such as In-line amplifications (ILA)/regeneration huts, third party data centers, on-net Customer site facilities, and select off-net (completely off Lumen's network) and third-party locations when Lumen has deemed coverage is possible given the local market conditions and resources. Each Outreach site must be pre-approved.

“Technician” means a Lumen provided field technician who will be assigned for On-Demand Maintenance or Scheduled Maintenance.

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