

**CENTURYLINK® HOSTED VOIP AND CENTURYLINK IQ® SIP TRUNK RETAIL SERVICE LEVEL AGREEMENT**  
**(not applicable to services offered under CenturyLink Wholesale and Enhanced Services Agreements)**

This Service Level Agreement ("SLA") applies to CenturyLink Hosted VoIP Service and CenturyLink IQ SIP Trunk ordered by CenturyLink's customer ("Customer") pursuant to a signed agreement with CenturyLink. This SLA does not provide remedies for Voice Platform Downtime due to failure of Approved Connectivity and associated CPE.

**VOICE AVAILABILITY:**

Voice Availability is based on "Voice Platform Downtime," which exists when one or more Hosted VoIP seats or SIP Trunk Sessions are unable to transmit inbound and/or outbound voice calls. Such failure is recorded in the CenturyLink trouble ticket system. Voice Platform Downtime is measured from the time the customer opens a trouble ticket with CenturyLink to the time the Affected Service is able to transmit inbound and outbound voice calls. Voice platform does not include technology that is outside of CenturyLink's voice network (e.g., a Wi-Fi or wireless network or device connectivity issue). In order to qualify for credits, the outage must be deemed a "Critical Impact" or "Major Impact".

Critical Impact is defined as when a Customer is unable to make calls **and** receive voice calls by multiple users at one or more service locations.

Major Impact is defined as when a Customer is unable to make calls **or** receive voice calls by multiple users at one or more service locations.

This Voice Availability SLA does not apply to call quality or the behavior of Service features. Subject to the foregoing limitations, each time Voice Availability is less than CenturyLink's 100% availability goal, Customer qualifies for a percentage credit as shown on the table below, prorated from the seat MRC of the Affected Service, up to the maximums indicated in the Remedies section.

<b>Voice Platform Downtime</b>	<b>Amount of Monthly Bill Credit</b>
10-30 minutes	1 day's credit
31 to 60 minutes	2 days' credit
61 to 120 minutes	4 days' credit
121 to 240 minutes	6 days' credit
Over 241 minutes	10 days' credit

**Remedies.** In order to obtain credits under the above SLAs, Customer must contact their CenturyLink account representative to request the credit after opening a trouble ticket. Such requests must be made within thirty (30) calendar days from the date when the relevant SLA was not met. A credit will be applied only to the month in which the event giving rise to the credit occurred. "Affected Service" refers to the particular Hosted VoIP seat or SIP Trunk Session that fails to meet the Voice Availability goal. The maximum credits for a specific outage will not exceed ten (10) days' credit. In no event will the total credit, in the aggregate for all credits issued in one month exceed the equivalent of 100% of the relevant MRCs for the Hosted VoIP seats or SIP Trunk Sessions.

**Service Credit Exceptions.** Service credits will not be issued where the SLA is not met as a result of: (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 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) Customer's failure to use Approved Connectivity or Approved CPE, and Customer's failure to provide CenturyLink with remote and/or on-site access to approved CPE upon request, including CPE logon IDs and passwords.

**Maintenance Window Definition.** Maintenance will be classified as one of the following two types:

**Normal Maintenance.** "Normal Maintenance" refers to upgrades of hardware or software or upgrades to increase capacity. Normal Maintenance may temporarily degrade the quality of the Service, including possible outages. Such effects related to Normal Maintenance will not give rise to service credits under this SLA. Normal Maintenance will be undertaken between the hours of 11 PM to 6:00 AM Local Time. For purpose of this SLA, "Local Time" means the local time in the time zone in which an Affected Service is located.

**Urgent Maintenance.** "Urgent Maintenance" refers to efforts to correct network conditions that are likely to cause a material Service outage and that require immediate action. Urgent Maintenance may degrade the quality of the Service, including possible outages. Such effects related to Urgent Maintenance will entitle Customer to service credits as set forth in this SLA. 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.

The provisions of this SLA state Customer's sole and exclusive remedies for Service interruptions or Service deficiencies of any kind whatsoever.