CENTURYLINK INFRASTRUCTURE & APPLICATION MANAGEMENT SERVICES
SERVICE GUIDE FOR SERVICE DESK SERVICES

This Service Guide ("SG") sets forth a description of the Service Desk services ("Services") for CenturyLink Infrastructure & Application Management Services, including technical details and additional requirements or terms, if any. This SG is subject to and incorporated into the governing agreement and SOW between the parties. The specific details of the Service ordered by Customer will be set forth on the relevant SOW. CenturyLink and Customer responsibilities and service description terms are set forth in this SG.

SERVICE DESCRIPTION

CenturyLink will provide Service as first point of contact for both Customer's Users and IT management. Services utilize a hybrid onshore/offshore delivery model as detailed below. The Service Desk Services available to Customer include:
- to act as a single point of contact (SPOC) for all Users
- maximizing Service availability
- to restore Service within Service Levels as defined between CenturyLink and Customer
- to provide business systems support
- to communicate service status to Users
- to fulfill service requests

CenturyLink will perform the following activities associated with the Service for Customer:

- Single Point of Contact for Service Desk support calls for Incidents, Service requests, Problems and Change Requests
- Use of CenturyLink's Service Desk shared system solution (ITSM Tool)
- Access via a portal, phone including voicemail, chat and email
- Automatic Call Distribution ("ACD")
- Receive calls and record Tickets
- Classification and initial support
- Escalation and status
- Enter information into the Service Management System
- Provide initial determination of call type and first level support
- Record Calls for quality assurance purposes
- Track and escalate calls to appropriate support groups
- Provide the CenturyLink Knowledge Base System and maintain accuracy of information in the Knowledge Base and update as needed. Utilize the Knowledge Base to resolve Incidents and fulfill requests
- Report on performance in relation to Service Levels
- Conform to the ITIL incident management process, handle and follow-up on tickets as needed, including follow-up with CenturyLink, Customer and Third-Party resolver groups

SERVICE OPERATIONS

Service will address User issues and respond to Service requests. Service will also maintain operations documentation which will include the Knowledge Base and Service Operations Documentation for Customer and meet the Service Levels agreed upon between CenturyLink and Customer.

CenturyLink will manage incident resolution according to the process defined in the Knowledge Base. CenturyLink will be responsible for maintaining the procedures necessary to provide Service and work with Customer for any agreed upon custom component support as well as ensuring that Service Desk Analysts are qualified to support Customer's User base and meet defined Service Levels. Service does not provide formal User training. Rather, Service responds general inquiries of Customer's Users, such as, "How to…" questions regarding general application features. Service will provide limited training during support calls where Users require this type of assistance. CenturyLink will take reasonable steps to handle Service requests of this nature in the most efficient manner and will notify Customer's designated manager of possible training requirements for identified Users. CenturyLink will manage the Service Desk Contact volume by establishing a staff specifically designated to accept and handle average daily volumes. The Analyst will:

- Log required User and Call information

- Serve as the User's focal-point in resolving Incidents
- Provide Users with status updates
- Follow escalation procedure, when necessary, to resolve Incidents in the shortest possible time.
- Log information into the CenturyLink Knowledge Base
- Provide Incident resolution to the User
- Communicate Service Status to Users

CenturyLink Service Desk Services will be available 7x24x365 for all designated Services. North American CenturyLink personnel will be utilized during standard Core Business Hours (7am to 7pm Eastern Standard Time) Monday through Friday, i.e., peak hours of highest call volumes. CenturyLink offshore team will be used during all other hours.

RESPONSIBILITY MATRIX

The responsibilities of CenturyLink and Customer associated with the delivery of Services are set forth below. Customer and CenturyLink will agree on reports to be produced during Service transition. These reports, along with delivery processes and procedures, will be documented in a CenturyLink Knowledge Base and Service Operations Documentation produced during the transition.

Responsibility – Service Desk Services	CenturyLink	Customer
Procurement of User hardware and User software licenses.		✓
Provide and maintain Service Desk infrastructure:		
• Incoming voice communications	✓	
• Automatic Call Distributor.	✓	
• Ticket management system.	✓	
• Knowledge Base.	✓	
• User portal.	✓	
• Call recording system.	✓	
• Remote desktop control.	✓	
Create, modify and delete Knowledge Base articles and documentation for Customer's retained services.		✓
Monitor, analyze and respond to Incidents and Service requests:		
• Log, categorize, and assign severity level to incoming • Contacts.	✓	
• Inform User of ticket number.	✓	
• Provide first call resolution to Incidents.	✓	
• Provide "How to" support.	✓	
• Assign Incident and Service request tickets to predetermined resolver groups based upon categorization.	✓	
• Monitor progress until resolution is achieved.	✓	
Create, modify and deactivate:		
• User passwords.	✓	
• User privileges.	✓	
• User domains.	✓	
• Escalation lists.	✓	
• Distribution lists.	✓	

Responsibility – Service Desk Services	CenturyLink	Customer
• Resolver group lists.	✓	
• Knowledge Base articles, including documentation of known errors and associated workarounds. The Knowledge Base will be updated within five Business Days of approval of new cases and articles.	✓	
• Problem tickets, when potential Problems are identified via Incident analysis.	✓	
• Any other documented activity requested by Customer and agreed to by CenturyLink.	✓	
Analyze and complete:		
• Service Desk Analyst quality assurance.	✓	
• Incident trends and reoccurring issues.	✓	
• Service requests.	✓	
• Change Requests.	✓	
• Major and Minor System Changes to Service Desk supporting infrastructure.	✓	
• Restoration of Service for Incidents assigned to Customer or Customer's Third Party.		✓
• Tier 2 and 3 support for Customer's proprietary applications and out of scope items.		✓
• Train-the-trainer product training for CenturyLink Service Desk staff on Customer's proprietary applications that are in-scope for the Service Desk.		✓
• Notify Customer of User Training requirements based on ticket trends	✓	
Customer to Provide		
• Notification of new applications and operating systems roll-out at least 45 days in advance.		✓
• Escalation lists.		✓
• Resolver group lists.		✓
Report on the following items:		
• SLA performance.	✓	
• Actual Service volumes relative to expected levels.	✓	
• Incident, Problem and Service request trends.	✓	
• Problem Management activities, including root cause analysis, recommendations and project status.	✓	
• Weekly report of tickets that have been assigned to Customer and Third-Party resolver groups that remain open following three escalations by the CenturyLink Service Desk.	✓	