

LUMEN CLOUD COMMUNICATIONS SERVICE SCHEDULE

1. General. This Service Schedule applies when Customer orders Lumen Cloud Communications Service (“Service”). This Service Schedule incorporates the terms of the Master Service Agreement or other service agreement pursuant to which Lumen provides services to Customer, and if none, Lumen’s standard Master Service Agreement (the “Agreement”). “Lumen” is defined for purposes of this Service Schedule as CenturyLink Communications, LLC d/b/a Lumen Technologies Group or its affiliated entities providing Services under this Service Schedule. In the event of any conflict between the terms of the Agreement and the terms of this Service Schedule, this Service Schedule will control with respect to the Service. Lumen may subcontract any or all of the work to be performed under this Service Schedule. All capitalized terms that are used but not defined in this Service Schedule are defined in the Agreement or Order.

1.1 Additional General Terms. All invoices will be issued to Customer and paid in the currency specified in the Order, Lumen-issued quote, Order Form, or pricing attachment. Customer will pay such invoices free of currency exchange costs or bank charges. 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. Service Description. Service is a cloud communications platform that provides real-time two-way voice communication over an established internet connection. Additional voice collaboration features are included based on selected package type. Specialty Lines package integrates Customer’s existing dedicated business lines and data systems with the Lumen Cloud Communications platform. In addition to the Service, Customer may also purchase IP handsets and accessories (“IP Device(s)”) from Lumen, subject to availability.

2.1 Packages.

(a) Essentials Package. The Essentials package allows the end user to make and receive voice calls and includes standard telephony features.

(b) Plus Package. The Plus package includes the call capabilities and telephony features of the Essentials package as well as access to a soft client. “Soft Client” means software for an IP enabled device that allows Customer’s end users to make and receive calls on that device.

(c) Premium Package. The Premium package has the call capabilities and telephony features included in the Plus package in addition to access to collaboration features including instant messaging, team workspaces and audio/video conferencing.

(d) Specialty Lines Package. The Specialty Lines package (“Specialty Lines”) supports traditional lines which may include voice, fax, and special use lines such as security and alarm systems, gates and elevators, and tertiary data systems. Specialty Lines includes unlimited local and domestic long distance, e911 services, data plans, and management and monitoring services. Lumen provides equipment as part of the Specialty Lines package, which includes an analog adapter (“ATA”), power supply (“UPS”) and failover LTE router (“LTE Router”). Data plans are pooled across all Customer locations. On-site installation and site survey charges are included. Overage charges may apply.

(e) Data-Only Package. For certain locations and subject to availability, Customer may purchase the data-only package (“Data-Only”), which includes the LTE Router, data plan, on-site installation, site survey and 24x7 management and monitoring services. Data-Only does not include the ATA, UPS, e911 Service, nor does it support inbound or outbound call capability. The data-only package is provided “as-is” and is intended as failover only. When purchasing Data-Only, Customer acknowledges and agrees that Customer will not use the Service, in entirety or in part, in critical, national defense applications without Lumen’s prior written consent. Lumen is not responsible for the inability to access e911 emergency services. Customer further acknowledges and agrees that Lumen is not responsible for any alleged interference with alarm or medical monitoring signals including critical life support applications or any failure of alarm or medical monitoring signals to reach their intended monitoring stations allegedly resulting from Customer’s use of the Data-Only package. Customer understands and agrees that Customer has no contractual relationship whatsoever with the underlying wireless provider, its affiliates, or contractors.

2.2 Local and Outbound Domestic Long Distance Service. Local calls and domestic long distance are included in the Essentials, Plus and Premium packages.

2.3 Service Levels. Service is subject to the Lumen Cloud Communications Service Level Agreement (“SLA”). The SLA is posted at <https://www.lumen.com/en-us/about/legal/business-customer-terms-conditions.html>. Lumen reserves the right to amend the SLA effective upon posting to the website or other notice to the Customer. Customer will not be entitled to SLA remedies if Service fails to meet a Lumen SLA due to a failure, malfunction, or insufficiency of internet access, IP devices, or any other services, facilities, and components relating to Service, including without limitation customer environment. Internet access and IP devices are not included in the SLA measurement. The SLA remedy is Customer’s sole remedy for nonperformance, outages, failures to deliver or defects in Service. SLA remedies will not be available for Excused Outages. Excused Outage is defined in the SLA.

2.4 Professional Services. Lumen also provides professional services, including but not limited to, project management, process development, process documentation, equipment monitoring, consulting, provisioning and installation support, the charges for which will be further specified in the Order. Customer acknowledges that the successful and timely provision of Services and any applicable work product will require the good faith cooperation of Customer. Accordingly, Customer will fully cooperate with Lumen by, among other things: (a) providing Lumen with all information reasonably required in order to provision the proposed Services and work product, if applicable; and (b) making Customer personnel and appropriate development time on Customer's systems available to Lumen, so as to permit Lumen to provide the Services and work product, as applicable, provided that the foregoing will be at such times so as not to unreasonably disrupt the conduct of Customer's business. For Specialty Lines Service, Lumen will coordinate dedicated Service activations with Customer vendors including, but not limited to, fire, elevator, and/or security technicians responsible for the maintenance and management of the respective Customer systems.

2.5 Customer Premise Equipment "CPE".

2.5.1 CPE Replacement. CPE is the personal property of Lumen or its supplier. Notwithstanding that, the CPE, or any part thereof, may be affixed or attached to Customer's real property or any improvements thereon. Customer has no right or interest to the CPE other than as provided in this Service Schedule and will hold the CPE subject and subordinate to the rights of Lumen or its supplier. Customer will: (a) not attempt to sell, transfer, or otherwise dispose of CPE, (b) at its own expense, keep the CPE free and clear of any claims, liens, and encumbrances of any kind; (c) at all times, keep the CPE at the Customer's site(s) and reasonable free from movement, external vibration or collision; (d) not to cause the CPE to be repaired, serviced or otherwise attended to except by an authorized representative of Lumen or its supplier; and (e) make no alterations or affix any additions or attachments to the CPE, except as approved by Lumen in writing. Customer must initiate a support request for replacement of defective CPE. If Lumen determines the defect is not caused by Customer, Lumen will issue replacement CPE subject to the supplier's warranty process. If on-site maintenance is not available and Customer requires on-site assistance from Lumen to install the replacement CPE, an additional dispatch charge will apply. Lumen will quote the charges in advance, obtain Customer's approval, and invoice the charges within 60 days. Customer is responsible for any claim for reimbursement from its insurance carrier. Replacement CPE may or may not be the same model, but will provide equivalent functionality in either case.

2.5.2 CPE Return. Upon termination of the Service, Lumen will provide Customer with instructions on return of CPE. Customer will either (i) deliver CPE to Lumen or its supplier or (ii) provide Lumen or its supplier reasonable access to Customer's premises to retrieve the CPE. CPE must be in the same condition it was on delivery to Customer, normal wear and tear excepted. If the return instructions provided to Customer state that Customer must deliver CPE to Lumen, Customer must give Lumen written notice of such return. If CPE is not delivered to Lumen within 60 calendar days of termination, Customer will become owner of and bear all responsibility for the terminated or replaced CPE and Lumen may invoice Customer the then-current value of the applicable CPE model. If the return instructions provided to Customer state that Lumen or its supplier will retrieve the CPE and Customer fails to provide Lumen with reasonable access to Customer's premises within ten (10) calendar days of termination, Lumen may continue to charge for the Service. Where CPE is replaced due to loss or damage (for example, damage from accident, misuse, or abuse), Customer will pay: (i) the cost for the damaged CPE, and (ii) a one-time charge to cover Lumen's cost to ship the new CPE.

2.5.3 IP Devices. Lumen will provide IP handsets and accessories ("IP Devices") as part of the Service where Customer purchases the Essentials, Plus, or Premium package. The provisions above related to CPE will govern Customer's use of the IP Devices. All Lumen-provided IP Devices and any software associated with any IP Device which is necessary to use the Service is subject to all applicable terms and conditions set forth by the manufacturer or publisher, available upon request, including but not limited to, any end-user license agreements, warranties, and return material authorization policies. Installation for IP Devices may be purchased separately for a one-time NRC. Should Customer utilize IP Devices not provided by Lumen, Customer hereby releases Lumen from any and all liability relating in any way to those IP Devices.

(a) IP Device Purchase Option. Customer may elect to purchase the IP Devices from Lumen, in which case the charges for the IP Devices will appear as a one-time non-recurring charge ("NRC") in the Order. If Customer elects to purchase the IP Device, Customer understands and agrees that Lumen is not responsible for any maintenance or management of IP Devices utilized by Customer in association with Service.

(b) If Customer elects to purchase the IP devices from Lumen, Customer understands all sales of IP Devices to Customer by Lumen in association with the Service are final. Customer will pay all applicable shipping charges for the IP Devices. Ownership and all risk of loss of IP Devices except damage caused by Lumen, its agents or subcontractors, will transfer to Customer when the IP Devices ship from the manufacturer. Lumen will invoice Customer for IP Devices upon delivery confirmation. Unless and until Customer pays Lumen in full for any IP Devices, Customer (1) grants to Lumen a continuing security interest in such IP Devices, including additions, replacements, and proceeds; (2) authorizes Lumen to file a financing statement with or without Customer's signature, and (3) will not transfer the IP Devices or change its name or organizational status except upon at least 30 days prior written notice to Lumen. IP Devices are sold on an "as-is and where-is" basis, with no representations or warranties of any kind, including no warranties of merchantability or fitness for a particular purpose. Lumen will pass through and assign to Customer all applicable warranties provided by the manufacturer or vendor of the applicable IP Devices.

3. Customer Responsibilities.

3.1 Rates, Charges. Customer will pay the rates and charges for the Services, including but not limited to monthly recurring charges ("MRCs"), usage charges and associated billing increments, and non-recurring charges ("NRCs") as set forth in an Order or rate sheet (the "Rate Sheet"). If Customer is not provided a rate for a particular location and Customer originates and/or terminates calls to that location, Customer will be billed Lumen's standard usage rate for those calls at the standard minimum call durations and billing increments.

Additional charges for certain activities and/or features related to the Services are listed in the Rate Sheet as ancillary fees, optional charges or feature charges. The term identified in the Rate Sheet or Order is the "Service Term" for such Services. Notwithstanding anything to the contrary in the Agreement, the Service Commencement Date will be the date upon which the Connection Notice is delivered for each individual Customer site listed in the Order.

3.2 Cancellation and Termination Charges. If Customer cancels an Order for Service prior to the delivery of a Connection Notice, cancellation charges will apply. If Customer terminates all Services at a Customer site prior to the expiration of the Service Term for that location, or if all Services at a Customer site are terminated by Lumen as the result of Customer's default, Customer will pay early termination charges as set forth in the Agreement for the maximum number of Services ordered at that location. For Specialty Lines, if Lumen performs a site survey and determines that additional work is required, Lumen will inform Customer of the additional charges associated with the additional work. If Customer does not expressly agree to the additional charges, the Order will be deemed cancelled and the Customer will pay Lumen's standard cancellation charges including any out-of-pocket costs incurred during the site survey.

3.3 Site Conditions. Customer is responsible for ensuring that its Customer data, network/equipment and premise environment ("Customer Environment") is fully prepared for the convergence of voice and data services during the Term. Customer is responsible for fully understanding how changes in its data network will affect voice quality and reliability of the Service. The addition of new data network applications, increased usage, movement of Customer personnel, and equipment re-configuration may impact the Service. Lumen has no liability for Service deficiencies or interruptions caused by failures or malfunctions in the Customer Environment. Customer will provide Lumen and/or its representative access to the Customer premises to the extent reasonably determined by Lumen necessary to support the Service and Customer will cooperate with any third-party approved by Lumen to assist with provisioning the Service. Customer is responsible for providing a safe place to work at its premises and complying with all laws and regulations regarding the working conditions at its premises.

3.4 Authorized Use. Customer and its end users are the only parties authorized to access the Service. Customer has no right to transfer any licenses assigned to it in association with the Service in any way. Customer and its end users are responsible for maintaining the confidentiality of passwords used by Customer and its end users and will ensure that all use of the Service complies with the Agreement and this Service Schedule. Customer is responsible for fraudulent or unauthorized use of the Service.

3.5 Power Outages; Internet Access, Customer Environment and CPE Failures; Maintenance Work. The Service will not operate (including, without limitation, end users will be unable to access emergency services) if any of the following items fail: (i) power used with the Service; (ii) the internet access used with the Service (including without limitation, failures caused by suspension or termination of the internet access under the terms of that service); (iii) the customer environment; (iv) IP enabled devices used with the Service. Additionally, the Service will not operate (including, without limitation, end users will be unable to access emergency services) while maintenance work is being performed.

3.6 Access. Customer is responsible for providing internet access that is compatible with the Service and meets the minimum speeds necessary to support the Service. Customer will be responsible for troubleshooting all quality of service and connectivity issues including, but not limited to, coordinating with the appropriate internet access provider on outage and quality issues.

3.7 Customer's Use of Third-Party Content. Customer is responsible for all content it uses in relation to the Service. Customer agrees that it has rights from third parties to use any content belonging to others and will not use any content that is unlawful or violates any copyright, trademark or other laws protecting intellectual property.

3.8 Acceptable Use Policy and Privacy Policy. Customer must comply with the Lumen Acceptable Use Policy ("AUP"), which is available at <https://www.lumen.com/en-us/about/legal/acceptable-use-policy.html> for Service purchased under this Service Schedule and acknowledge the Lumen Privacy Notice, which is available at <https://www.lumen.com/en-us/about/legal/privacy-notice.html>. Lumen may reasonably modify these policies to ensure compliance with applicable laws and regulations and to protect Lumen's network and customers.

3.9 E-Mail Information/Updates. Customer acknowledges and agrees that Lumen or its representatives may contact Customer via e-mail at the e-mail address provided to Lumen when Customer ordered the Service for any reason relating to the Service. Customer further agrees to provide Lumen with any and every change to its e-mail address by updating its e-mail address on the <https://www.lumen.com/login/>.

3.10 Additional Customer Responsibilities for Specialty Lines, Essentials, Plus, and Premium Packages.

The provisions included in this section do not apply to the Data-Only package.

3.10.1 Telephone Numbers. Customer must select at least one telephone number ("TN") for use with Service. The TNs may be new TNs or existing TNs that are currently subscribed to a local exchange carrier for local, local toll and/or long distance telecommunications service and ported to Lumen for use with the Service ("Ported TNs"). Customer is responsible for providing all information necessary for Lumen to facilitate the use of the Ported TNs with the Service. If Customer does not order new TNs from Lumen, and Ported TNs are not ported within 60 days of the request to port TNs for a specific location, Lumen reserves the right to terminate Service at that location. If Customer requests cancellation of Service, it is Customer's sole responsibility to arrange porting of any telephone numbers Customer wants to retain. If porting of numbers is not completed within 30 days following Customer's request for Service cancellation, Lumen may terminate Service and Customer will lose all telephone numbers. There may be limitations to porting telephone numbers between voice service providers. Due to the geographic nature of telephone numbers and the differences with the geographic areas that service providers

are authorized to serve, telephone numbers ported or otherwise served by VoIP service providers may not be portable by other voice service providers.

3.10.2 Telemarketing. With respect to any outbound long distance: (a) Per the Federal Trade Commission (“FTC”), telemarketers are required to transmit their telephone number to Caller ID services. As such, all telemarketers using Lumen commercial services are required to provide CPN/pseudo-CPN and a CGN provisioned with the service: IF A TELEMARKETER DOES NOT PROVIDE LUMEN WITH A NUMBER FOR THIS PURPOSE, THE CALL WILL BE BLOCKED BY LUMEN; and (b) federal Do Not Call rules require that companies that telemarket or engage in telephone solicitations adhere to the requirements set forth in 47 C.F.R. section 64.1200 (FCC) and 16 C.F.R. Part 310 (FTC). Please consult with your company’s legal advisor for more information.

3.10.3 Unsupported Calls. The Service does not support collect or third-party billing. The Service does not support operator services, 900, 976 and/or x11 services (other than 911, 811, 711 and 411 dialing) in all service areas.

3.10.4 Area of use. The Service is intended to be used only at one location that is specified by the Customer as the place of use for a particular TN and is within the United States (not including U.S. territories). Customer may not use IP enabled stationary devices that are assigned to, designated for, or configured for use at one location in any other location, unless Customer has requested a change of its Registered Location, and has received approval and the Emergency Services Update Confirmation from Lumen as set forth in the “Use of Service at a Different Location” section below. Emergency calls automatically route to the appropriate emergency response center based upon the Registered Location. The definition of “Registered Location” is found in the “Emergency Calling Capability and Customer’s Obligations and Acknowledgement of Limitations” below. If Customer or an end user tries to use the Service (i) at a location other than a Registered Location (including without limitation, using IP enabled devices assigned to, designated for, or configured for use at one location in a different location) or (ii) outside of the United States (including in any U.S. territories), they do so at their own risk (including without limitation, the risk that Customer will not have access to emergency services and/or such activity violates local laws in the jurisdiction where Customer or an end user tries to use the Service).

3.10.5 Use of Service at a Different Location. Customer may only use the Service at the Registered Location for that TN. Customer must submit a Location change request before using Service at any location other than the Registered Location. Location change request process can be found at <https://www.lumen.com/help/en-us/cloud-communications.html>. Failure to change the location is prohibited and constitutes a misuse of the Service. Such misuse will result in emergency calls being routed to the incorrect emergency response operator based on incorrect address information. To ensure proper routing of emergency calls, Customer and its end users must not install or use IP Devices or Soft Phones with the Service to make emergency calls at another address without following the location address change process.

3.10.6 Access to Emergency Response Services.



POTENTIALLY HAZARDOUS SITUATION WHICH IF NOT AVOIDED COULD RESULT IN DEATH OR SERIOUS INJURY. PLEASE READ CAREFULLY.

LUMEN RECOMMENDS THAT CUSTOMER AND END USERS ALWAYS HAVE AN ALTERNATIVE MEANS OF ACCESSING TRADITIONAL EMERGENCY SERVICES.

(a) **Emergency Calling Capability and Customer’s Obligations and Acknowledgement of Limitations.** Customer will ensure that user locations are current by providing address information (also known as automatic location identification/“ALI” in North America and calling line identifier/“CLI” in Europe) to Lumen (the “Registered Location”) conforming to the numbering schemes or regulatory requirements applicable to the jurisdiction for the Registered Location. Customer will obtain Lumen’s approval of the Registered Location prior to using the Service and update the Registered Location via the portal or other method supplied by Lumen. Customer understands that Registered Location updates do not occur immediately. Lumen will provide Emergency Calling capability associated with the Service as required by law. “Emergency Calling” is the ability to access emergency response services associated with the Registered Location, subject to each party’s obligations and limitations, by dialing the relevant emergency numbers in a jurisdiction (e.g. 911, 999, 112). Customer is responsible for understanding the local jurisdictional laws pertaining to Emergency Calling, including but not limited to the requirements regarding the level of detail to be provided related to Registered Locations, associated with the Service. Lumen specifically disclaims any such obligation.

Service provides access to emergency response services on stationary and mobile devices. When using the Service for Emergency Calling purposes, Customer’s end users should always state the nature of the emergency and include their location and telephone number. Emergency response services may not be able to call the end user back if the call is not completed, dropped or disconnected, or if end users are unable to provide their phone number and physical location. Access to emergency response services may not be available under certain circumstances. *Lumen will provide labels that indicate that the emergency response services have limited availability and functionality when used with Service, and Lumen recommends that such labels be placed on or near the equipment associated with the Services. Sample labels are attached as “Exhibit A”. Disclosures of the general and Service-specific limitations associated with accessing emergency response services (the “Advisory”) are available to Customer at <http://www.Lumen.com/legal/HVIPSIP/911advisory.pdf>. Effective upon posting, Lumen may modify the Emergency Calling limitations or requirements provided in the Advisory if in Lumen’s reasonable opinion modifications are necessary or advisable to comply with the currently evolving Emergency Calling laws, rules and regulations. Customer acknowledges that it has been advised of its obligations and the emergency services limitations contained in the Advisory, and further acknowledges its understanding by signing the applicable Order for Service. Customer will notify all end users of the limitations to access emergency response services as described above and in the Advisory. Customer should provide its end users with a copy of the Advisory and the associated URL.*

(b) Limitation of Liability.

Limitation of Liability. LUMEN, ITS AFFILIATES, AGENTS AND CONTRACTORS WILL NOT HAVE ANY LIABILITY WHATSOEVER FOR ANY PERSONAL INJURY TO OR DEATH OF ANY PERSON, FOR ANY LOSS, DAMAGE OR DESTRUCTION OF ANY PROPERTY RELATING TO EMERGENCY CALLING. CUSTOMER WILL DEFEND LUMEN AND ITS AFFILIATES FROM ANY CLAIM, DEMAND, ACTION, OR LIABILITY ARISING FROM OR RELATED TO (i) CUSTOMER'S FAILURE TO PERFORM ITS OBLIGATIONS ASSOCIATED WITH EMERGENCY CALLING (INCLUDING WITHOUT LIMITATION, FAILURE TO ADVISE LUMEN OF CORRECT ADDRESSES, FAILURE TO ADVISE END USERS OF ALL LIMITATIONS, FAILURE TO UPDATE THE REGISTERED LOCATION, OR USING THE SERVICE PRIOR TO LUMEN'S APPROVAL OF THE REGISTERED LOCATION); AND (ii) THE ACTS AND OMISSIONS OF CUSTOMER, CUSTOMER'S END USERS OR CUSTOMER'S THIRD PARTY PROVIDERS, THAT CAUSE, GIVE RISE TO OR BRING ABOUT THE NON-COMPLIANCE OF THE SERVICE WITH APPLICABLE LAW INCLUDING THE FAILURE TO PURCHASE OR IMPLEMENT FEATURES THAT ENABLE COMPLIANCE WITH LAWS. CUSTOMER WILL ALSO PAY ANY COSTS OF SETTLEMENT, DAMAGES, FINES, PENALTIES, AND EXPENSES, INCLUDING REASONABLE ATTORNEYS' FEES, ASSESSED AGAINST OR INCURRED BY LUMEN IN CONNECTION WITH A CLAIM, DEMAND, ACTION, OR LIABILITY GOVERNED BY THIS PROVISION.

4. Additional Service Limitations and Disclaimers.

The provisions included in this section apply to all package types.

4.1 If Customer experiences Service performance issues at any location, Lumen or its representative will work with customer to isolate the problem. However, Lumen's sole obligation will be to provide IP phone or software client configurations to Customer. Lumen will not troubleshoot voice quality issues associated with internet access that is not provided by Lumen, and Lumen will not work with a third-party internet access provider on behalf of Customer.

4.2 The performance and quality of the Service depends upon the internet access obtained by Customer. Lumen does not guarantee the quality of Service or that Service will perform as described in the Service Schedule. This includes, but is not limited to, placing and receiving calls (including emergency calls), transmission of data, use of optional features, and use of IP phones, soft phones and/or portals.

4.3 Regardless of any provisions to the contrary in the Agreement, Lumen will have no liability whatsoever for Service issues at any location related to or caused by the misconfiguration, or failure of the internet access or any equipment of the Customer or internet access provider.

4.4 For Specialty Lines package, Customer understands that registration failure and/or interoperability failure may occur at certain locations and that Lumen does not guarantee interoperability at every location. In the event of registration failure and/or interoperability failure, Lumen will use commercially reasonable efforts to remedy the failure. If such failure persists and Lumen determines in its reasonable discretion that it is unable to remedy said failure, Customer may terminate the Service without incurring early termination charges. This limited termination right will only apply to the specific Customer site where such registration failure or interoperability failure occurs.

4.5 Compliance. The Service cannot be used for any unlawful, abusive, or fraudulent purpose, including without limitation, using the Service in a way that: (i) interferes with Lumen's ability to provide service to Lumen customers; (ii) avoids Customer's obligation to pay for communication services; (iii) constitutes a criminal offense; (iv) gives rise to a civil liability; or (v) otherwise violates any laws. Customer will not reverse engineer, decompile, or otherwise attempt to discover the source code, object code or underlying structure, ideas or algorithms of the Service or SIM cards or data related to the Service. If Customer's misuse, abuse or modification of the Service, equipment, or network results in a visit to the Customer site for inspection, correction, or repair, Lumen may charge Customer a commercially reasonable site visit fee as well as charges for any resulting equipment or network repair or replacement which may be necessary. Where Customer purchases Specialty Lines, Essentials, Plus, or Premium package, Customer understands the Service cannot be used for autodialing, predictive dialing, chat lines, continuous or extensive call forwarding, fax broadcasting or fax blasting, or for any other uses that result in usage inconsistent with normal usage patterns. Customer is responsible for complying with all laws and regulations in connection with its use of the Service, including all applicable call recording laws related to Customer's use of a call recording feature, if any.

4.6 Privacy. Lumen, its affiliates and third-party vendors, may access and use information regarding Customer bandwidth usage and performance of the Service to perform maintenance, support, and other service-quality activities and (ii) verify AUP compliance and network performance.

4.7 Security. Lumen has implemented reasonable security measures to protect Customer's shared or processed data. However, those measures do not include disaster recovery or data backup services. Customers are solely responsible for storing and backing up sensitive information processed or communicated via the service, including information stored in voicemail. Security measures do not extend to transmission services not owned or controlled by Lumen used in connection with services, including SMS text facsimile, and e-mail. If Customers elect to use a non-Lumen transmission system to transmit or receive data stored on Lumen systems (in any format, e.g., .WAV files or speech-to-text), Lumen makes no representations regarding the security or compliance of those transmission systems. Lumen is not responsible for the security of those transmissions. Lumen will not assume nor bear any responsibility for determining whether a non-Lumen transmission system is appropriate for transmitting Customer data, or if other security measures are necessary. Any and all security-related issues discovered by Customer must be reported to Lumen within 24 hours of discovery.

4.8 No Resale. Notwithstanding anything to the contrary in the Agreement, the Service is a retail only service, resale of the Service in any form is strictly prohibited, and Customer may not resell or incorporate these Services into services it sells to third parties.

Version: January 24, 2024

EXHIBIT A WARNING LABELS (US)

WARNING:

E911 Service May be Limited or Not Available

Emergency Calling Service/E911 will not be available if
Your broadband/interconnect connection has failed or
is disconnected
Your electrical power is disrupted
The current location of your handset has not been
registered with your service provider

If you are unable to immediately complete a 911 call,
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

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