

**LUMEN CLOUD COMMUNICATIONS
SERVICE LEVEL AGREEMENT**

This Service Level Agreement (“SLA”) applies to Lumen Cloud Communications Service ordered by Lumen’s customer (“Customer”) and subject to the Agreement between Lumen and Customer. This SLA covers the digital voice offering and Specialty Lines Packages (“Qualifying Service”). Customer’s sole remedies for any non-performance, outages, failures to delivery or defects in the Qualifying Service are contained in the Service Levels applicable to the Affected Service. Terms used but not defined in this Service Level Agreement will have the meaning set forth in the Agreement. In the event of a conflict between the definition section below and a defined term in another Service Attachment, the definitions section below will prevail for purposes of interpretation of this Service Level Agreement. This Service Level Agreement is subject to change. If Lumen changes this Service Level Agreement and the change is material and detrimental, Customer may receive the last version of the Service Level Agreement in effect before the change.

1. Service Availability Service Level.

1.1 Core Services. Core Services are considered “unavailable” if the LTE Service is unable to process calls for reasons other than an Excused Outage. Unavailability is calculated from the time at which Customer submits a ticket with Lumen reporting an outage until the time at which availability is reestablished. For clarity, any Core Services impacting event originating in Customer’s network, or any Third-Party Service, will not impact the Core Services unavailability calculation. If Core Services are unavailable for more than 10 minutes during any calendar month, Customer will be entitled to a service credit. The credit amount will be calculated by multiplying the total monthly charges for affected Service by the percentage of devices that were impacted by the outage (based on reasonable effort calculations using call detail records and/or other data), multiplied by the applicable Service Level Credit set forth in the chart below.

Cumulative Unavailability (in hrs: mins: secs)	Service Level Credit
00:00:01 - 00:10:00	0%
00:10:01 - 00:60:00	3%
00:60:01 - 02:00:00	5%
02:00:01 +	10%

1.2 Supporting Services. Supporting Services are considered “unavailable” if a Supporting Service is inoperable for reasons other than an Excused Outage. Unavailability is calculated from the time at which the Customer submits a ticket with Lumen reporting an incident until the time at which the Supporting Service is reestablished. For clarity, any Supporting Service impacting event originating in Customer’s network or any Third-Party Service will not impact the Supporting Services Availability calculation. If Supporting Services are unavailable for more than 60 minutes during any calendar month, Customer will be entitled to a service credit. The credit amount will be calculated by multiplying the total monthly charges for affected Service by the percentage of devices that were impacted by the outage (based on reasonable effort calculations using call detail records and/or other data), multiplied by the applicable Service Level Credit set forth in the chart below.

Cumulative Unavailability (in hrs: mins: secs)	Service Level Credit
00:10:01 - 00:60:00	0%
00:60:01 - 04:00:00	3%
04:00:01 - 12:00:00	5%
12:00:01 +	10%

2. Service Level Targets. If an Affected Service does not meet a “Target” contained in this Section then Customer, as its sole and exclusive remedy, may terminate the Affected Service on thirty days’ written notice to Lumen without incurring termination charges. Customer must submit any request to terminate the Affected Service within sixty days of the event that triggered the missed Service Level Target. Customer will be responsible for all charges for Service provided up to the date of termination and all outstanding charges for Customer’s purchased IP Devices, as described in the Service Schedule, or other CPE, will be due in full upon Service termination.

Service Level Elements

Metric	Target
Service Activation	Customer Commit Date.
Availability (Voice calls, Call Features, Collaboration, Clients, and Portals)*	100%
Response Time	
	Call in Answer Time < 2 minutes
	Service Restoration Varies by Ticket Severity Level

* Voice calling (including associated call features) is considered an over-the-top service and requires independent Internet Connectivity. The Availability Target applies to the voice network. The Service Level Agreement remedy is not available if the affected Service does

not meet the Availability Target due to a failure of Internet Connectivity or associated IP Devices. The Availability Target applies to the user Portals except under certain password conditions (expired, multiple attempts made with incorrect passwords, requiring password resets).

Target Service Restoration Response Times

Repair	Target	Target	
Ticket Severity	Response	Service Restoration	Coverage
Critical	<15 minutes	<4 hours	24x7x365
Major	<2 Business hours	<6 Business hours	24x5
Minor	<2 Business hours	Next Business Day	24x5
Informational	<1 Business day	Reasonable Effort	24x5

Ticket Severity is defined as:

Critical	<p>A problem that makes the continued use of the voice services severely restricted or unavailable system wide or for an account.</p> <ul style="list-style-type: none"> Outages where 50% of an account's endpoints cannot receive or place calls or use mobile client An outage of the main business number for an account
Major	<p>A problem that severely affects or restricts major functionality. The problem is of a time sensitive nature and important to long term productivity but is not causing an immediate work stoppage for many users. Operations can continue in a restricted fashion.</p> <ul style="list-style-type: none"> Outages where 20-50% of an account's endpoints cannot receive or place calls Issues that prevent 10% or more of registered apps from logging in or accessing the Service A partial outage of the end user administrative portals
Minor	An error that has no significant effect on an account's operations.
Informational	<p>Answers and information. Low impact to the business or requests for information when not using Click to Chat.</p> <ul style="list-style-type: none"> Answering basic questions on features Assistance with configuration of service administrative and service functions

3. Credit Request Process. Unless otherwise set forth in the Agreement, Customer must notify Lumen of requests for service credits within 60 days after the end of the month in which the event occurred. To request a credit, Customer must contact Customer Service (contact information is located at <https://www.lumen.com/en-us/home.html>) or deliver a written request with sufficient detail to identify the Affected Service.

4. Limitations. In no event will Service Level credits in any calendar month exceed 100% of the total MRC for the Affected Services. Service Levels and Service Level Targets are measured over a calendar month. Customer will not be entitled to Service Level credits or termination for missed Service Levels or missed Service Targets due to Excused Outages or if Customer does not timely submit the request for service credit or termination as defined in this SLA. Service Level credits are calculated after deduction of all discounts and other special pricing arrangements, and are not applied to governmental fees, taxes, surcharges and similar additional charges. Lumen's maintenance log and trouble ticketing systems are used to calculate Service Level events.

The Availability Service Level does not apply during the first 3 days following the Service Commencement Date. Instead, if Service is not functioning properly during the first 3 days and Customer notifies Lumen, Lumen will correct any deficiencies and, upon Customer's request, credit Customer's account in the amount of 1/30 of the applicable MRC for each day the Service did not function properly.

5. Definitions.

"Affected Service" is defined as the Qualifying Service at a specific service location that does not meet a service level defined in this Service Level Agreement.

"Business Day" is defined as Monday through Friday excluding all banking, U.S. holidays, and national or local holidays applicable to Customer's service location.

"Business Hours" is defined as 8:00 am to 5:00 pm in the time zone where the Affected Service is located.

"Core Services" is defined as all components, features and functionalities of the Services that are required to perform and maintain real time processing of Customer telephone calls and/or messaging services. For clarity, Core Services do not include any other Third-Party Services.

"Excused Outage" is defined as any event that adversely impacts the Service that is caused by: (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 or controlled by Lumen or its third party providers; (c) Scheduled Maintenance, alteration, or implementation; (d) the unavailability of required Customer personnel, including as a result of failure to provide Lumen with accurate, current contact information; (e) Lumen's lack of access to the Customer premises where reasonably required to restore the Service; (f) Customer's failure to release the Service for testing or repair and continuing to use the Service on an impaired basis; (g) Lumen's termination of Service for cause or Customer's use of Service in an unauthorized or unlawful manner; (h) improper or inaccurate specifications provided by Customer; (i) intentional shutdowns due to emergency intervention during security related incidents; (j) Customer-initiated changes to the network environment, architectures, or managed device configuration or (k) force majeure events.

"Response Target" refers to time of engagement with response from a Lumen agent or the time from creation of a ticket until responded to by a Lumen repair technician.

"Service Restoration Target" is the time from the creation of ticket until the Service has been returned to fully operational status and has been determined to be operating within expected limits.

"Supporting Services" is defined as the elements of Supplier's Services that support the Core Services but are not required to maintain real time processing of Customer telephone calls and/or messaging services. Examples of Supporting Services include the administrative portal, end-user portal, and Supplier's API. For clarity, Supporting Services do not include Third-Party Services.