

Lumen Service Guide

Lumen Network Storage

Updated: April 28, 2022

THIS SERVICE GUIDE ONLY APPLIES TO CUSTOMERS WHO PURCHASE LUMEN NETWORK STORAGE SERVICES AFTER APRIL 28, 2022.

This Service Guide (“SG”) sets forth a description of the Lumen Network Storage Services, including technical details (“Services”) offered by Lumen. “Lumen” is defined as CenturyLink Communications, LLC d/b/a Lumen Technologies Group or its affiliated entities. This SG is subject to and incorporated into the Agreement and the Hybrid Technologies Service Exhibit, formerly the CenturyLink TS Service Exhibit including the Lumen Network Services Schedule, between the parties. The specific details of the Service ordered by Customer will be set forth on the relevant Service Order. For avoidance of doubt, any references in the Agreement, Service Exhibit, or Service Orders to SSG, will mean SG.

1. Service Details.

1.2. Storage Volume Provisioning: The Lumen automation tools within the Portal also enable Customer to provision Storage Volume according to pre-identified configuration parameters. Configuration parameters include by way of example: 1) volume size, 2) Access Protocol (iSCSI, NFS, CIFS), and 3) snapshot policy (frequency, number of copies, etc.). As with Storage Node provisioning, Customer may utilize Lumen’s technical account manager services, if purchased.

1.3. Data Replication: The Lumen automation tools within the Portal also enable Customer to configure and establish data replication (and associated Storage Volumes) between Storage Nodes according to pre-identified parameters. Choosing to replicate requires creation of one or more copies of the data for which additional usages charges will apply. For clarity, Customers will pay the same usage fees for each replica as they do for the source or primary Storage Volume. Storage Volumes may have multiple replicas among any of Customer’s provisioned Storage Nodes.

1.4. Snapshots: The Lumen automation tools within the Portal also enable Customer to create local point-in-time copies of data on the same Storage Node via an automated schedule or manually through a one-time action. Configurable parameters for automated Snapshot creation include frequency and retention time. In no event will retention of Snapshots by the Service extend beyond a Customer’s committed Service Term, including renewal terms. If the retention period selected extends beyond the Customer’s Service Term or if Customer or Lumen terminate the Services prior to the end of the retention period selected, Customer acknowledges that Lumen has no further obligation to retain Snapshots as of the effective date of termination. Customer further acknowledges and consents that it is solely Customer’s responsibility to make copies of or obtain the Snapshots prior to expiration or termination.

Snapshot: A local, point-in-time copy of a Storage Volume that resides on the same Storage Node as the parent Storage Volume.

Data Replication: The Service provides an option for asynchronous replication of data between Storage Nodes as configured on a volume basis.