

Lumen Network Storage Supplemental Terms

Updated: May 23, 2023

The following Supplemental Terms apply only to the Lumen Network Storage Services to which these terms relate ("Services"). In the event of a conflict between the terms of these Supplemental Terms and the terms of the Hybrid Technologies Service Exhibit (formerly known as the CenturyLink TS Service Exhibit), the terms and conditions of these Supplemental Terms apply, but only to the extent of such conflict. Capitalized terms used in these Supplemental Terms but not defined here will have the meanings set forth in the Agreement.

1. Universal Terms.

1.1 Transfer of Undertakings. To the extent Services include the provision of resources on a committed basis, such that the provision of or subsequent expiry, cancellation or termination of the Services constitutes a transfer of undertakings within the meaning of the United Kingdom Transfer of Undertaking (Protection of Employment) Regulations 2006 and related legislation ("TUPE") or similar law or regulation in other jurisdictions, Customer agrees that the terms of Lumen's standard TUPE Addendum will apply.

1.2 Maintenance Windows. Lumen will use commercially reasonable efforts to perform routine maintenance only during defined maintenance windows. See our published Maintenance Window schedule or navigate to <https://www.ctl.io/legal/managed-hosting/maintenance-windows/> from any Internet browser. Lumen has the right to perform scheduled maintenance (during the windows specified), which may limit or suspend the availability of the Services. Lumen maintenance notifications may be available on the portal.

2. Any try and buy of Lumen Network Storage Services is subject to the terms and conditions below.

2.1 Scope. Customer must execute an Order for Lumen Network Storage Services for a \$0. trial period of 60 calendar days ("Trial Period") during which Customer may terminate the applicable Lumen Network Services in the Order ("Ordered Service") without incurring termination charges.

2.2 Description. The Trial Period will commence on the Service Commencement Date and will automatically end 60 calendar days thereafter or when Customer's storage usage reaches 10 terabytes, whichever first occurs. Customer may terminate the Ordered Service at any time prior to expiration of the Trial Period however, the Ordered Service will automatically terminate at the end of the Trial Period if not earlier terminated by Customer. Services during the Trial Period are provided "as-is" and "as available". Customer will not be entitled to service level credits if service level issues occur during the Trial Period. Customer's sole remedy during the Trial Period is to terminate the Ordered Service.

2.3 Customer must execute a new Order if Customer elects to purchase Lumen Network Storage. Lumen does not guarantee any continuity of Services if Customer elects to order LNS after the Trial Period and a new Service Commencement Date will apply. Notwithstanding anything to the contrary, if the new Order is signed prior to expiration of the Trial Period, the Service Commencement Date is the date that the Customer signs a new Order.