

# Service Guide

## Lumen Solutions for Zoom Services

This Lumen Solutions for Zoom Service Guide (“Service Guide”) applies to Customer’s purchase of Lumen Solutions for Zoom Services (“Services”). “Lumen” is defined for purposes of this Services Guide as CenturyLink Communications, LLC d/b/a Lumen Technologies Group or its affiliated entities providing Services subject to this Service Guide. Terms used but not defined in this Service Guide will have the meaning set forth in the Agreement, Service Schedule or Order. This Service Guide is subject to change. This Service Guide sets forth a description of the Services offered by Lumen, including technical details and additional requirements or terms. This Service Guide is subject to and incorporated into the Lumen Solutions for Zoom Services Schedule or the Order for Lumen Solutions for Zoom as applicable. The specific details of the Service ordered by Customer will be set forth on the applicable Order. Service availability may depend on location and type of connectivity purchased by Customer. Global availability of the Services is subject to Lumen approval.

### 1. Services.

- (a) Zoom Meetings: Zoom Meetings Service is a subscription-based, cloud-delivered video conferencing and collaboration tool. Web connected participants may share multimedia content with other participants using the tool for remote collaboration, virtual meetings, or webinars. The Services are hosted and maintained by Zoom and delivered by Lumen. Service is available to Customer through a Zoom plan subscription. Available plans are comprised of licenses, tools, and feature bundles. With some plans designated features may be purchased as add-on capabilities to base plans. Add-on subscriptions are only available if Customer purchases a qualifying base subscription. A minimum Initial Subscription Term/Initial Service Term/ Renewal Term and a minimum number of licenses or services may be required with individual plans. All other Lumen Solutions for Zoom Services require that Customer have at least one Zoom Meetings license.
- (b) Zoom Phone: Zoom Phone is a cloud-based software phone service that uses VoIP to provide internal two-way voice calling and PBX functionality. PBX based features include unlimited extension-to-extension calling (Zoom On Net Access), auto attendant/interactive voice response (IVR), call routing, call queuing, music on hold, call history, caller identification (outbound and inbound), call forwarding, call transfer, and call recording.
- (c) Zoom Workplace: Zoom Workplace is a collaboration suite of pre-packaged service offerings under a single license that include Zoom Meetings, Zoom Chat, Zoom Whiteboard and may include other services and features such as Zoom Phone Services. The Service may also be referred to as Zoom One in Orders, Order acceptance, service delivery, billing and related documents.
- (d) Zoom Events and Webinars: Zoom Events and Webinars are cloud-based software that enable Customers to host virtual events or townhall meetings utilizing the software and its associated websites and services to create and host large scale events.
- (e) Zoom Rooms: Zoom Rooms is a software-based conference room system that provides a collaboration experience for in-room and virtual participants including one-click to join meeting, wireless multi-sharing, interactive whiteboard, and intuitive room controls. Zoom Rooms include conference room specific features such as scheduling display, digital signage, and remote room management.
- (f) Zoom Contact Center: Zoom Contact Center is cloud-based software for contact centers that enables organizations to manage interactions with their customers or end users over multiple channels including voice, chat, SMS and video.
- (g) Zoom Mail and Calendar Service: Zoom Mail and Calendar Service (“Mail and Calendar Service”) is a Zoom-hosted email service and calendar service accessible through both Zoom’s mobile and desktop client applications.
- (h) Zoom Premier Support Services (Premier Support) are support services provided for Eligible Services. “Eligible Services” for Zoom Premier Support Services means the Services reflected in an Order which the Premier Support Services are intended to support.
- (i) Workvivo. Workvivo is a digital employee experience platform that enables Customers to reach and engage their entire workforce through an all-in-one cloud-based software application. The Workvivo Service combines internal organizational communication, engagement, recognition, intranet, employee engagement measurement, and other features and functionality. The Workvivo Service may be accessed by Authorized Users via a tablet, desktop, or mobile devices, enabling end users to access, share, and engage with content. “Authorized User” means an employee, contractor, or agent of Customer who is permitted to access and use the Workvivo Service for Customer’s internal business purpose. An Authorized User is an “End User” for purposes of the Lumen Solutions for Zoom.
- (j) Lumen Solutions for Zoom Support Services. Customer support provided by the Lumen Help Desk.
- (k) Implementation Services. Onboarding support service for qualified Customers.
- (l) Devices: Customer Premise Equipment (“CPE”) such as IP phones IP handsets, conference room phones, equipment mounts and accessories (“Devices”) provided by Lumen for Customer’s use with Lumen Solutions for Zoom Services

### 2. Service Configurations, Plans, and Supplemental Services.

## 2.1 Zoom Meeting Plans.

Plan	Attendee Capacity	Whiteboard	Storage	Admin Portal	SSO/Managed Domains
<b>Zoom Pro 100</b>	100 per meeting	3 included/ license	5GB per License	No	No
<b>Zoom Business 300</b>	300 per meeting	Unlimited	5GB per License	Yes	Yes
<b>Zoom Enterprise 500 Named Host</b>	500 per meeting	Unlimited	Unlimited	Yes	Yes
<b>Zoom Enterprise 500 Active Host</b>	500 per meeting	Unlimited	Unlimited	Yes	Yes
<b>Zoom Enterprise Plus 1000</b>	1000 per meeting	Unlimited	Unlimited	Yes	Yes
<b>Zoom Education Named Host</b>	300 per meeting	Unlimited	0.5GB per License	Yes	Yes
<b>Zoom Education Site License</b>	300 per meeting	Unlimited	0.5GB per License	Yes	Yes

Zoom Meetings is the base Service for the Customer's subscription services and the following base plans offer different levels of features and functionality depending on the use case and needs. All Zoom Meeting plans include access to Zoom Team Chat, integration with Zoom Mail and Calendar syncing and access to Zoom in meeting apps through the Zoom marketplace.

Zoom for Education (K-12/Primary and Secondary Schools) is a specific Zoom Meetings Service offering that allows primary schools, secondary schools, school districts and school systems ("School Subscribers") to use Zoom Meeting Services for educational purposes.

Zoom Education Site License is an expandable term-based site licensing program for eligible Governmental or independently accredited and degree-granting public or private, non-profit, or for-profit, primary, and secondary (K-12) education institutions (schools) providing full-time instruction or accredited and degree-granting public or private, non-profit, or for-profit universities or colleges (including community, junior, or vocational colleges). The Zoom Education Site License cost is based on total faculty and staff FTE (Full-time equivalent). Only eligible education institutions may acquire Zoom Meeting/Chat licenses at educational volume licensing discounts. Only the official government accepted FTE count should be used to determine the licensing tier.

### 2.1.1 Zoom Meeting Add-on Plans.

There are several Zoom Meeting add-on plans that are available for Customer to purchase to enhance the capabilities for Zoom Meetings.

**(a) Concurrent Meetings Add-on.** The Concurrent Meetings feature of Zoom Meeting Service enables a Host to host more than one meeting at a time, subject to the specific limitations of the Concurrent license. Concurrent Meetings Basic allows for four simultaneous meetings and Concurrent Meeting Plus allows for twenty simultaneous meetings. The Concurrent Meetings feature is not available under Zoom for Education.

**(b) Large Meeting Add-on.** The Large Meeting license allows a host to increase the capacity of their Zoom Meetings to accommodate larger audiences. Large Meeting 500 allows the host to increase their capacity up to 500 attendees per Zoom Meeting. Large Meeting 1000 allows the host to increase their capacity up to 1000 attendees per Zoom Meeting.

**(c) Cloud Recording Storage.** Cloud Recording Storage allows Customer to store, stream and download their Zoom Meeting cloud recordings from the Zoom cloud. An email alert will be sent to the billing admin when usage is at 80% of the subscribed storage limit. If the storage limit is reached during a recording, the meeting will continue to record until it is ended. The following table goes over the amount of storage capacity available for each plan:

Plan Type	Included Meeting Recording Storage	Included Zoom Phone Storage
<b>Pro</b>	5 GB/Licensed User	Unlimited
<b>Business</b>	5 GB/Licensed User	Unlimited
<b>Business Plus</b>	10 GB/Licensed User	Unlimited
<b>Education</b>	0.5 GB/Licensed User	Unlimited
<b>Enterprise</b>	Unlimited	Unlimited
<b>Zoom Rooms</b>	1 GB/Zoom Room	Unlimited
<b>Pro</b>	5 GB/Licensed User	Unlimited

Note: Cloud recording storage is pooled at the account level. For example, a Business account with 10 Licensed users gets a total of 50 GB of available cloud recording storage capacity to use across the account. The following table outlines the additional cloud storage recording plans that are available for purchase:

Plan	Storage	Overage Fee Per GB
<b>\$10 per month</b>	30 GB	\$1.5/GB
<b>\$40 per month</b>	200 GB	\$1.5/GB
<b>\$100 per month</b>	1 TB	\$0.5/GB
<b>\$500 per month</b>	5 TB	\$0.1/GB

Note: The overage amount will be calculated based on the highest usage of Cloud Storage during the billing period.

**(d) Zoom Scheduler.** Zoom Scheduler is an appointment scheduling service accessible by the Scheduler Host from the Zoom website and the Zoom client application. Zoom Scheduler allows the Scheduler Host to share their availability for appointments with Participants (including Participants outside the Scheduler Host's organization or Participants who cannot otherwise view a Scheduler Host's calendar) by weblink sent via email, chat, or text message, and facilitates such Participants' selection of a preferred appointment time. After a Participant selects an appointment time, Zoom Scheduler will schedule the appointment on the Host's calendar and will also send a calendar invite to the email address provided by the Participant. Zoom Scheduler requires the Scheduler Host to use and integrate with a supported calendaring service.

**(e) Zoom Huddles.** A Zoom Huddle is a persistent virtual workspace created by a Host where the Host and Participants can join to enjoy a shared and ongoing collaboration experience using voice, video, and screen sharing functionality. A Zoom Huddle maintained by Customer is accessible by all End Users. Enhanced features and functionality for Zoom Huddles may be purchased as described on an Order Form. Each End User that creates or participates in a Zoom Huddle must be logged-in and have a valid Zoom account.

## **2.2 Zoom Phone Plans.**

**2.2.1** Zoom Phone PRO PBX BYOC Service ("Zoom Phone BYOC") is a cloud-based software phone service that uses VoIP to provide internal two-way voice calling and PBX functionality. Service includes internal business VoIP and PBX functionality only (metered is excluded). PBX based features include unlimited extension-to-extension calling (Zoom On Net Access), auto attendant/interactive voice response (IVR), call routing, call queuing, music on hold, call history, caller identification (outbound and inbound), call forwarding, call transfer, and call recording. With the bring your own carrier ("BYOC") aspect of the Service, Customer provides the public switched telephone network ("PSTN") and connectivity utilized with the Service. Access to Zoom Phone BYOC requires a corresponding license to Zoom Meeting Services.

**2.2.2** Zoom Phone with Zoom Calling Plans ("Zoom Phone with ZCP") is cloud-based phone service that uses voice over internet protocol (VoIP) and allows two-way voice calling and functionality. Zoom Phone with ZCP includes: (i) a software solution that provides for on-net calling, with traditional PBX functionality, and call routing and associated functions; and (ii) DIDs (Direct Inward Dialing), provisioning of direct dial phone numbers, toll-free phone numbers, Public Switched Telephone Network ("PSTN") connectivity ("PSTN Connectivity") and Zoom calling plans. Zoom Phone with ZCP Service may include additional Zoom phone features and functionalities as described on the zoom.us website and as ordered by Customer. Notwithstanding anything to the contrary in the Zoom TOS (defined below), Lumen is the provider of Zoom Phone with ZCP to Customer.

**2.3 Zoom Phone Add-on Plans.** There are several Zoom Phone add-on plans that are available for Customer to purchase to enhance capabilities for Zoom Phone.

**2.3.1 Zoom Phone Power Pack.** Zoom Phone Power Pack is a cloud licensing add-on for Zoom Phone Services (defined below) that provides enhanced call queue (CQ) analytics for real-time and historical insights, wallboard support for live view of call queues, and additional reporting metrics. In addition, Power Pack licensing also grants access to a Zoom Phone desktop user experience that streamlines call handling with an expanded contacts window. For Zoom Calling Plan subscribers, Power Pack also includes a Team SMS functionality to enable auto receptionist and call queue phone numbers to be reached via SMS/MMS.

**2.3.2 Zoom Phone Common Area.** Common area phone licenses allow the Customer to register unassigned desk phones in the Zoom Portal. These Common area phone licenses can be used by Customer in common areas such as, lobbies, breakrooms, conference rooms, etc.

**2.3.3 Zoom International Calling Plan.** Is an Add-on Zoom Phone plan. It provides unlimited international calling to the following countries / territory: US, Canada, UK, Ireland, Australia, New Zealand, Austria, Denmark, France, Germany, Italy, Portugal, Spain, Sweden, Belgium, Netherlands, Switzerland, Puerto Rico, Japan. This add on plan is only available with Zoom Phone with ZCP.

**2.3.4 Zoom Toll Free Numbers.** Customers can add Toll Free Numbers to any Zoom Calling plan subscription. Toll free service has traditionally provided potential customers and others with a free and convenient way to contact businesses. Toll Free usage rates are listed on this page: <https://zoom.us/billing/pbx/rates>. This add on plan is only available with Zoom Phone with ZCP.

**2.3.5 Additional Phone Numbers.** Customers can add additional local, or international premium numbers to your Zoom plan. Use the additional number as the designated Company Number, Auto Attendant, Call Queue, Common Area Phone, or an additional personal direct line. This add on plan is only available with Zoom Phone with ZCP.

## **2.4 Zoom Workplace Plans.**

Zoom Workplace brings together options for team chat, phone, whiteboard, meetings, and more into a single subscription-based license to help deliver frictionless communication and collaboration experiences. It offers seven variations of bundles - Pro, Business, Business Plus, Enterprise Essentials, Enterprise, Enterprise Plus and Enterprise Premier. The different plans are designed to address different needs.

Plan	Attendee Capacity	Whiteboard	Translated Captions	Zoom Webinar	Zoom Phone	Common Area	Power Pack	Zoom Rooms	Zoom Mesh
Zoom Workplace Pro	100 per meeting	3	No	No	No	No	No	No	No
Zoom Workplace Business	300 per meeting	Unlimited	No	No	No	No	No	No	No
Zoom Workplace Business Plus	300 per meeting	Unlimited	Yes	No	Yes	No	No	No	No
Zoom Workplace Essentials	500 per meeting	Unlimited	Yes	Yes	No	No	No	Yes	No
Zoom Workplace Enterprise	500 per meeting	Unlimited	Yes	Yes	Yes	No	No	Yes	No
Zoom Workplace Enterprise Plus	1000 per meeting	Unlimited	Yes	Yes	Yes	Yes	Yes	Yes	No
Zoom Workplace Enterprise Premier	1000 per meeting	Unlimited	Yes	Yes	Yes	Yes	Yes	Yes	Yes

**2.5 Zoom Events and Webinar Plans.** There are three primary offerings that fall under Zoom Events and Webinar. These cloud-based subscription licenses are meant to offer Customers solutions for hosting and managing large scale events and town hall sessions.

**2.5.1 Zoom Webinars.** Zoom Webinars is a cloud-based software that enables Customers to host virtual video webinars including the capability for customized registration, polling, quizzing, and Q&A. Zoom Webinars allows customers to display content through public broadcast (one to many or many to many) for large virtual events. Available features may be utilized to customize the Zoom Webinar session appearance.

**2.5.2 Zoom Sessions.** Zoom Sessions are single-session events. Zoom Sessions offers a subset of Zoom Events features including production, branding, and analytic tools that help Customers engage attendees and allow customers to integrate with marketing and CRM tools.

**2.5.3 Zoom Events.** Zoom Events is cloud-based software that enables Customers to host virtual events utilizing the software and its associated websites and services to create and host events (the “Events Platform”). Available features include a variety of registration and built-in ticketing options, attendee networking features, and the use of Zoom Meetings and Webinars for the event. Use of the Zoom Events software is subject to the Zoom Events Host Terms of Use ([https://explore.zoom.us/en/zoom\\_events\\_host\\_tou](https://explore.zoom.us/en/zoom_events_host_tou)). Attendance at a virtual event hosted using Zoom Events is subject to the Event Participant Terms of Use ([https://explore.zoom.us/en/event\\_participant\\_tou](https://explore.zoom.us/en/event_participant_tou)).

## 2.6 Zoom Events and Zoom Webinar Add-on Plans.

**2.6.1 Zoom Mesh.** Zoom Mesh Service is a native eCDN (Enterprise Content Delivery Network) service that uses dynamic Zoom client-based peer-to-peer media forwarding technology controlled by Zoom cloud infrastructure. Zoom Mesh Service is designed to improve network bandwidth utilization of certain Zoom Services (e.g. Zoom Webinar and Zoom Events) by reducing the number of simultaneous identical media streams sent to a customer’s network. Customer’s access to and use of Zoom Mesh Service requires an underlying subscription to Zoom Webinar or Zoom Events.

## 2.7 Zoom Room Plans.

Zoom Rooms is a portfolio of cloud-based software that connects hardware devices with the Zoom cloud. Customers can then utilize these devices to join a Zoom Meeting, reserve a hotel desk or cube at the office, display digital signage, or take and receive Zoom Phone calls.

**2.7.1 Zoom Rooms.** Zoom Rooms is a software-based conference room system that provides a collaboration experience for in-room and virtual participants including one-click to join meeting, wireless multi-sharing, interactive whiteboard, and intuitive room controls. Zoom Rooms include conference room specific features such as scheduling display, digital signage, and remote room management.

**2.7.2 Zoom Conference Room Connector (CRC).** Zoom CRC is a gateway allowing H.323 and Session Initiation Protocol (SIP) systems to connect to Zoom Meetings. Conference Room Connector is available in both cloud computing and as software (VM) for installation on a server at the customer premise.

**2.7.3 Zoom Workspace Reservation.** Zoom Workspace Reservation is a service that enables the management of physical spaces with tools for Customers to reserve and manage their workspace utilization by connecting users to workspaces. Workspace Reservation includes, among other functionality, the ability to: reserve workspaces in advance, upon arrival using a kiosk, or directly at the workspace; make recommendations on workspaces to reserve; set-up and view floor maps; and analyze data on the utilization of workspaces.

## 2.8 Zoom Contact Center Plans.

**2.8.1 Contact Center Named User License** is a license assigned to a “Contact Center Named User” as defined in the Zoom Contact Center Supplemental Terms section below. Customer may utilize Customer provided connectivity to the PSTN and carrier provided voice services with Zoom Contact Center or separately purchase a Zoom Contact Center Calling Plan.

**2.8.2 Zoom Contact Center Calling Plan.** Customer can enable calls to and from the PSTN using Voice over Internet Protocol (VoIP) by bringing their own connectivity through peering with Zoom or by purchasing a Zoom Contact Center monthly usage plan provided by Zoom. Zoom Contact Center Calling Plan is a Zoom call plan utilized with Zoom Contact Center Service that will enable calls to and from the PSTN using Voice over Internet Protocol (VoIP). Zoom Contact Center Calling Plan utilizes Virtual Calling Numbers and/or Toll Free numbers.

**(a)** Virtual Service Numbers are phone numbers that may be purchased to be used with a Zoom Contact Center Calling Plan. Virtual Service Numbers are suitable for receiving high-volume, concurrent incoming calls. Lumen will charge Customer at the contracted per minute rates outlined on the order form or provided at <https://zoom.us/billing/pbx/rates?audioProduct=ZCC>, and Customer agrees to pay for all inbound and outbound calls associated with each Virtual Service Number. Any committed monthly minutes not utilized by the customer during that month are not carried forward into the next month. Any usage over the commit amount is billed monthly in arrears.

## 2.8.3 Zoom Contact Center Add-on Plans.

**(a) Zoom Contact Center Cloud Storage.** Each Zoom Contact Center Named User license includes a Cloud Storage base capacity of 5GB (named user license) by default for content (recordings, voicemails, and assets). Cloud Recording Storage allows Customer to store, stream and download their Zoom Contact Center cloud recordings from the Zoom cloud. An email alert will be sent to the billing admin when usage is at 80% of the subscribed storage limit. If your account reaches the limit, the outcome depends on whether the account has the Zoom Contact Center Storage add-on:

- If the account has the Cloud Storage add-on, Zoom will charge the account for cloud storage overages.
- If the account doesn't have the Cloud Storage add-on, Zoom will automatically delete old recordings to make storage space available for new recordings.

**(b) Zoom Virtual Agent.** “Zoom Virtual Agent” or “ZVA” is a software-based chat application service that uses artificial intelligence to automate conversations and provide solutions for Customer engagement, Customer support, technical support and other purposes.

**(c) Zoom Workforce Management.** Zoom Workforce Management (“WFM”) is a cloud-based SaaS service for organizing, optimizing, and systematically managing enterprise workforces through the Zoom web portal. WFM can be used for activities including but not limited to: (i) scheduling (creating a group of schedules based on multiple factors including staffing needs, individual time off, agent queues, and hours of operation); (ii) forecasting (using algorithms to predict future interaction volume based on historical interaction data, applying future market events and key performance indicators to that forecast to develop predictive staffing needs); and (iii) intraday management (managing the interval level activities of the current day by monitoring real time adherence, adjusting for unplanned events, and adapting to rapidly changing staff needs).

**(d) Zoom Quality Management.** Zoom Quality Management is a cloud-based service for reviewing Customer interactions in Zoom Contact Center and assessing whether contact center agents are meeting quality standards. QM Hosts can initiate activities through the Zoom web portal including but not limited to: (i) analyzing and extracting insights from recorded and transcribed Customer interactions using natural language processing and machine learning algorithms; (ii) reviewing their Customer or end user interactions; and (iii) measuring and improving individual and team performance through the use of scorecards, coaching, and guided training.

## 2.9 Zoom Mail and Calendar.

The Zoom Mail and Calendar service allows customers to view and manage their emails, as well as schedule and manage their calendar events, directly from the Zoom desktop client. Zoom Workplace Pro accounts have the Zoom Mail and Calendar Services enabled by default. For Business and Enterprise accounts, the Zoom Mail and Calendar Services are disabled by default. Customer Administrator can enable and connect their existing Google or Microsoft 365 account (Exchange) to the Customers Zoom Service from within the admin portal.

**2.9.1 Backup Encryption Key.** For Mail and Calendar Service, a backup encryption key will be provided for each user during the setup of the email portion of the Mail and Calendar Service. Customer acknowledges and agrees that the backup encryption keys may

be required to access email messages on Mail and Calendar Service in the event Customer or a user loses access to a device, uninstalls the Zoom client application, or reformats a hard drive, and that Customer is solely responsible for maintaining accessible copies of such backup encryption keys. Zoom does not maintain backup encryption keys and neither Zoom nor Lumen is liable or responsible for the inaccessibility of email messages on Mail and Calendar Service, or any loss of data, including but not limited to, Customer content, resulting from Customer's failure to maintain copies of such backup encryption keys.

**2.9.2 Zoom Mail and Calendar Client.** Zoom Mail and Calendar Client ("Mail and Calendar Client") is an integration service that allows a Customer's users to access and view their third party provider's email and calendar in Zoom's mobile and desktop client applications. Customer's access to and use of Mail and Calendar Service and Mail and Calendar Client requires a corresponding subscription to Zoom Meeting Services. Mail and Calendar Service requires a paid Zoom Meeting Services subscription. In the event such underlying Zoom Meeting Services subscription expires or is terminated for any reason, Customer's access to Mail and Calendar Service and Mail and Calendar Client will also terminate.

## **2.10 Service Support and Implementation Support.**

**2.10.1 Lumen Solutions for Zoom Support Services.** Customer support for Lumen Solutions for Zoom Services is available from Lumen's Customer Service help desk team online in Control Center or via telephone. Customer can view dial in methods and receive support by navigating to the Lumen portal support page at <https://www.lumen.com/help/en-us/ucc/zoom.html>.

**2.10.2 Implementation Support.** If a Customer purchases any combination of Lumen Solutions for Zoom Services and the monthly recurring charges for the Services equal or exceed \$500, then Customer will be assigned a Lumen Implementation Project Manager (IPM) to help facilitate the onboarding of Customer's Services. In addition to responsibilities designated below, the IPM will be responsible for hosting project kick off sessions with Customer or Customer's designated project team.

**(a) Implementation Project Manager (IPM).** The IPM will be responsible for the creation and management of project governance documentation such as the Zoom implementation project plan. The IPM will also be responsible for facilitating and leading regular status update meetings and organizing planning sessions and Customer steering committees, as applicable. In addition, the IPM will also be responsible for coordinating the Customer's setup of Lumen SIP Connected Audio for Zoom Meetings and administering the creation of SIP trunks between Lumen and Zoom for SIP Connected Audio. At the conclusion of the Customer onboarding project activities, the IPM will perform project closure procedures and hand off responsibilities to Customer's ongoing support teams.

A customer can optionally purchase UC&C Professional Services to assist with the deployment and onboarding for their Zoom Services.

## **2.11 Workvivo Add-on Services.**

Additional add-on services are available for Customers with a corresponding subscription to the Workvivo Service. These add-on services will be outlined on the Customer's Order form. In the event such underlying Workvivo Service subscription expires or is terminated for any reason, Customer's access to said Workvivo add-on service(s) will also terminate.

**2.11.1 Workvivo TV.** Workvivo TV enables customers to broadcast select content from the Workvivo Service to supported smart devices such as displays in an office, break room, or communal area. Workvivo TV supports multiple language translations.

**2.11.2 Workvivo Advanced Analytics.** Workvivo Advanced Analytics provides detailed analytics and insight into Workvivo Service usage, content interaction, performance, and employee engagement.

**2.11.3 Workvivo Chat.** Workvivo Chat enables Authorized Users to send real-time messages in peer to peer and group chat channels within a Customer's organization.

## **3. Service Specific Supplemental Terms.**

**3.1 Zoom Events and Zoom Sessions Supplemental Terms.** In addition to all other terms in this Order, the following terms in this section will apply to Zoom Events.

### **3.1.1 Definitions for Zoom Events and Zoom Sessions.**

"Event Host" means the Customer or its employee, agent, or others acting on Customer's behalf that uses the Events Platform to create, organize, host, promote, manage, and list online events, performances, gatherings, or similar functions.

"Event Participant" means Events Platform users that purchase or obtain tickets to attend an Event.

"Event User" means any user of the Events Platform, including Event Hosts, Event Participants, and others.

"Event User Content". All content, such as information, data, images, video, audio, material, and/or graphics, set forth on or distributed through the Events Platform by an Event User, including Event listings and live Events, is known as "Event User Content."

**3.1.2** The scope of the grant of a Zoom Event License is contained in the Zoom Events Hosts Terms of Use: [https://explore.zoom.us/en/zoom\\_events\\_host\\_tou/](https://explore.zoom.us/en/zoom_events_host_tou/).

**3.1.3** Any restrictions that prohibit Customer from generating income from the Services do not apply to Events that an Event Host lists on the Events Platform in accordance with Zoom Events Hosts Terms of Use.

**3.1.4** Event Hosts and Customers as applicable will not be entitled to any refund or compensation from Lumen for any cancelled events, tickets or registrations or any terminated Events Licenses.

**3.1.5** Lumen is not and does not become a party to or participant in any contractual relationship between Event Users, including those formed when an Event User purchases a ticket to an Event or registers for an Event, including a free Event, and Lumen is not acting as an agent for any Event User.

**3.1.6** Event Users are responsible for compliance with any applicable laws regarding the issuance or sale of tickets in Event User's jurisdiction, and Lumen will have no liability for any loss suffered by any person arising from the application of such laws to any Event tickets.

**3.1.7** Customer is solely responsible for choosing to add Event Users to a Customer's Event, Zoom Event Hub, or organization and for the actions such Event Users take on Customer's behalf. Lumen has no control over the conduct of other Event Users of the Events Platform and disclaims all liability arising from or related to any agreement entered into between you and anyone that you invite to host Events with you or on your behalf, or to join your Zoom Events Hub, including acts or omissions, to the maximum extent permitted.

**3.2 Zoom Meetings Active Host Supplemental Terms.** The terms in this section labelled "Zoom Meetings Active Host Terms Supplemental Terms" apply to the extent the Customer submits an Order that includes a subscription to Active Host licenses for Zoom Meetings.

**3.2.1** For the purpose of these "Zoom Meetings Active Host Terms Supplemental Terms" the following definitions apply:

"Active Host" is a Host who actually hosts one or more meetings per month using Zoom Meetings.

"Active Host Charges" means separate charges for Active Host licenses.

"Billing Period" means the increments of time within the Subscription Term for which the related Service charges for Zoom Services will be invoiced.

"Subscription Term" means the Customer's then current subscription term for the Zoom Meetings whether the then-current subscription term is the Initial Subscription Term/Initial Service Term or a Renewal Term.

"Total Available Licenses" means the total Host licenses available for Customer to assign to users during the Subscription Term.

**3.2.2 Active Hosts.** Active Host Charges may apply, and Customer agrees to pay these Active Host Charges if Customer incurs them. Active Host Charges are considered additional Service charges which the Customer must pay in accordance with this Service Guide. An Active Host agreement provides a Host license to all users to which Customer assigns an Active Host license, up to the Total Available Licenses. Pricing is based on the percentage of the total Hosts expected to be Active Hosts as outlined on the Order ('Active Host Billed Quantity') to be trued up according to the process described below. For the Subscription Term of the Order, the Customer can assign licenses, up to the number of Total Available Licenses provisioned, with no change in pricing until the next annual Active Host Billed Quantity True Up, even if the number of Active Hosts is higher than the Active Host Billed Quantity used to derive pricing for the Initial Subscription Term/ Initial Service Term and any Renewal Terms. Notwithstanding anything to the contrary in the Order or Agreement, the Initial Subscription Term/Initial Service Term for Active Host licenses must be for a minimum period of twenty-four (24) months.

**3.2.3. Active Hosts Assignment of Licenses.** The Customer must assign licenses to a Host account on the site administration section of their Zoom account at <https://zoom.us> (the 'List'). The List will be maintained by the Customer's Site Administrator and provided to Lumen upon request. The Customer must maintain the associated domain of their primary corporate domains and default user type to "Licensed" during the duration of the Subscription Term.

**3.2.4 Active Host True Up.** The Active Host Billed Quantity will be trued-up during the Initial Subscription Term and each Renewal Term on an annual basis (the "Active Host Billed Quantity True-Up"). The Active Host Billed Quantity may not be decreased during the Subscription Term. The Active Host Billed Quantity shall always be the greater of (i) the Active Host Billed Quantity immediately prior to the true-up; or (ii) the average quantity of Active Hosts during the most recent three (3) months of the current year of the Subscription Term.

**3.2.5 Active Host Minimum Commitment.** The Active Host Minimum Commitment is the minimum payment for Active Host licenses and Active Host Audio Plan licenses (if applicable) due at each remaining Billing Period of the Initial Subscription Term/Initial Service Term and/or any Renewal Term. Upon each Active Host Billed Quantity True-Up, the adjusted Active Host Total Price and the Active Host Audio Plan Total Price (if applicable) will become the Active Host Minimum Commitment for the remaining Initial Subscription Term/Initial Service Term and/or any Renewal Term. The Customer understands and agrees that any change in the Active Host Billed

Quantity, Active Host Audio Plan Billed Quantity (if applicable), and Active Host Minimum Commitment will be calculated by Lumen in month 11 of the Subscription Term and Lumen will communicate any changes to Customer in following month. Subsequent true ups for the remainder of the Subscription Term will be calculated on the yearly anniversary of the initial Active Host Billed Quantity True-Up. Lumen will issue invoices reflecting the new Active Host Minimum Commitment at the beginning of the next year of the Subscription Term.

**3.3 Zoom Contact Center Supplemental Terms.** In addition to the terms in the Order, the following terms apply to Zoom Contact Center.

**3.3.1 Contact Center Options to Connect to PSTN.** Each Zoom Contact Center instance may either use Zoom Contact Center monthly usage plans or bring your own carrier (“BYOC”) to enable calls to and from the PSTN. With the (“BYOC”) option, Customer provides the public switched telephone network (“PSTN”) and connectivity utilized with the Zoom Contact Center Service.

**3.3.2 Zoom Contact Center Additional Requirements and Service Limitations.**

- (a) Access to Zoom Contact Center plans requires a corresponding license for the Zoom Meeting Services.
- (b) “Contact Center Named User” means a licensed user of the Contact Center Service. A Contact Center Named User license may not be shared or used by anyone other than the individual to whom the license is assigned. Customer may re-assign licenses as needed within their account. Unless Customer has purchased additional cloud storage, each Contact Center Named User license is limited to 10 GB of cloud storage.
- (c) **Virtual Service Numbers-Emergency Calling Limitations.** Virtual Service Numbers have limited outbound calling capabilities. Customer acknowledges and accepts that Virtual Service Numbers may not support calls to emergency service providers by default, and Customer may need to make additional arrangements to access emergency services. Zoom Contact Center is not a replacement for traditional telephone services. Customer is responsible for notifying and ensuring individuals authorized to use Zoom Contact Center through their account (including agents, supervisors, and administrators) are aware that calls to emergency service providers may not be made through Zoom Contact Center and how to contact emergency service providers via other means, including alternative arrangements made available by Customer. Customer will defend Lumen from any claims including settlement costs arising from or relating to any emergency services call or any inability to place an emergency services call using Zoom Contact Center.
- (d) Zoom Voice is the provider of Zoom calling plans and Virtual Service Numbers that may be used with Zoom Contact Center.
- (e) “QM Host” means the individual assigned to access and use the Zoom Quality Management Service. A QM Host is a “Host” for purposes of the definitions of “Host” and “End User” in the Order for Lumen Solutions for Zoom or the Lumen Solutions for Zoom Services Schedule as applicable.

**3.4 Zoom Premier Support Services Supplemental Terms.**

**3.4.1** Customer's purchase and use of the Zoom Premier Support Services is also governed by the Reseller Customer Premier Support Terms of Service available at: <https://explore.zoom.us/en/reseller-customer-premier-support-terms/>, as those terms may be modified by Zoom from time to time.

**3.4.2 Premier Support Charges True Up.** Charges for Zoom Premier Support Services may be modified by Lumen in the event that Customer orders additional licenses for Eligible Services during the Service Term for the Premier Support. Lumen may increase the total amount charged for the Premier Support to reflect the support of any additional Eligible Services ordered by the Customer. The additional Premier Support charges will be calculated and applied on a pro-rata basis beginning on effective date of the order(s) for additional Eligible Services and continue through the remainder of the Service Term of the Premier Support Services. If Customer orders additional Eligible Services, Customer agrees to pay all additional charges for Premier Support associated with such newly purchased Eligible Services.

**3.4.3** To the extent Customer's existing Eligible Services include any support-related terms or service level objectives, including but not limited to any Zoom obligations related to response times, resolution/restoration times, or a technical account manager or other dedicated resources (collectively, “Support-Related Terms”), Customer acknowledges and agrees that such Support-Related Terms do not apply for the duration of Customer's subscription to the Premier Support Services and are explicitly replaced by the Premier Support Services described herein.

**3.4.4** When Customer purchases Premier Support, Customer understands and acknowledges that Customer will not be using Lumen Solutions for Zoom Support Services.

**3.5 Devices Supplemental Terms.** Lumen may provide Customer Premise Equipment ('CPE') such as IP phones IP handsets, conference room phones, equipment mounts and accessories (“Devices”) for Customer's use with Lumen Solutions for Zoom Services. All Lumen-provided Devices and any software associated with any Device provided 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. Customer will ensure that Devices are physically located in the United States at all times. Customer will pay all applicable shipping charges for the Devices. Devices may be referred to as “DaaS” on Orders, invoices and other documentation. For Devices, Customer agrees that Lumen has delivered the Devices identified in the applicable Order when the Devices

ship from the manufacturer. Deployment and configuration of the Devices is Customer's responsibility.

**3.5.1 Access to Emergency Response Services Additional Terms.** Customers with Devices capable of supporting 911 emergency services will be responsible for separately coordinating with their network or premise-based solution service provider for acquisition and support of 911 emergency services. Customer acknowledges that the purchase or rental of Devices stand-alone does not render Customer compliant with federal regulations pertaining to dispatchable location for non-fixed voice services and further acknowledges that Customer may need to purchase additional capabilities from a third-party supplier to be compliant. Customer is solely responsible for ensuring its use of voice services is compliant with all regulations applicable to those services.

**3.5.2 Purchased Devices.** All sales of Devices to Customer by Lumen are final. Lumen is not responsible for any maintenance or management of purchased Devices. Customer will pay all applicable shipping charges for the 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 Devices ship from the manufacturer. Lumen is not responsible for any maintenance or management of Devices utilized by Customer in association with Service. Should Customer utilize Devices not provided by Lumen, Customer hereby releases Lumen from any and all liability relating in any way to those Devices. Lumen will invoice Customer a nonrecurring charge ("NRC") for purchased Devices upon Customer's signature on the Order. Until Customer pays Lumen in full for any 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 Devices or change its name or organizational status except upon at least 30 days prior written notice to Lumen. 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. Where Lumen is able, Lumen will pass-through and assign to Customer all applicable warranties provided by the manufacturer or vendor of the applicable Devices.

**3.5.3 Rental Devices.** Rental Devices are the property of Lumen or its supplier. Notwithstanding that, the rental Device, 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 rental Device other than as provided in this Service Schedule and will hold the rental Device subject and subordinate to the rights of Lumen or its supplier. Customer will: (a) not attempt to sell, transfer, or otherwise dispose of rental Device, (b) at its own expense, keep the rental Device free and clear of any claims, s, and encumbrances of any kind; (c) at all times, keep the rental Device at the Customer's site(s) and reasonable free from movement, external vibration or collision; (d) not to cause the rental Device 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 rental Device, except as approved by Lumen in writing Insurance. Without limiting the liabilities or indemnification obligations of Customer, Customer will, at its own cost and expense, maintain during the term of this Agreement, such insurance as required hereunder. The insurance coverage will be from a company, or companies, with an A.M. Best's rating of A-VII and authorized to do business in each state where CPE is located. Customer may obtain all insurance limits through any combination of primary and excess or umbrella liability insurance.(a) Commercial General Liability with limits not less than \$1,000,000 per occurrence and aggregate.(b) "All-Risk" property insurance on a replacement cost basis in an amount sufficient to cover the CPE, including Lumen or a third party provider designated by Lumen, as loss payee as their interests may appear. Lumen, its affiliates, subsidiaries, and parent, as well as the officers, directors, employees and agents of all such entities will be included as additional insureds on the Commercial General Liability policy. Policies will be primary and not contributory to insurance which may be maintained by Lumen, subject to the Indemnification provisions of this Agreement. Prior to commencement of work under this Agreement, Customer will make available to Lumen evidence of the insurance required herein. Lumen will begin invoicing for the rental Device upon Customer's signature on the Order. Rental Devices will be charged as a monthly recurring charge ("MRC") for the Service Term/Initial Subscription Term in the Order. After the Term/Initial Subscription Term, rental Devices will be provided and invoiced on a month to month basis until terminated by either party on not less than 30 days notice. Customer must initiate a support request for replacement of defective rental Device. If Lumen determines the defect is not caused by Customer, Lumen will issue replacement rental Device subject to the supplier/manufacturer's warranty process. Customer is responsible for any claim for reimbursement from its insurance carrier. Replacement rental Device may or may not be the same model, but will provide equivalent functionality in either case. Rental Devices will be subject to the cancellation and termination charges in the Service Schedule or Order. Notwithstanding anything to the contrary, notice of cancellation or termination of rental Devices should be submitted to [UCCHardwareRenewals@lumen.com](mailto:UCCHardwareRenewals@lumen.com). Upon termination of the Service, Lumen will provide Customer with instructions on return of rental Devices. Customer will deliver the rental Devices to Lumen, its supplier, or as otherwise instructed by Lumen. Rental Device 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 rental Device to Lumen, Customer must give Lumen written notice of such return. If rental Device 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 rental Device and Lumen may invoice Customer the then-current value of the applicable Device model.