

**MANAGED FIREWALL- VPN SERVICE
RETAIL SERVICE LEVEL AGREEMENT**

(not applicable to services offered under the CenturyLink Wholesale and Enhanced Services Agreements)

This Qwest Communications Company, LLC d/b/a CenturyLink QCC ("CenturyLink") Service Level Agreement ("SLA") is effective as of the first day of the second month after initial installation of Services. "Service" includes Managed Firewall – VPN. The provisions of this SLA state Customer's sole and exclusive remedies for Service interruptions or Service deficiencies of any kind whatsoever. Service is subject to availability; additional terms and conditions apply.

1. Managed Firewall – VPN Goals. The following Goals apply to international and domestic Managed Firewall-VPN Service. "Affected Service" means the Service that fails to meet the applicable Goal. Assuming Customer has complied with its obligations in the Service Exhibit (e.g., proper installation of CPE), CenturyLink's goals are as follows:

(a) Service Delivery.

Description	Goal	Limits	Remedy (Credit is applied to MRC of the Affected Service)*
Adding, modifying, or deleting users (up to 50)	24 hours from time request was made, excluding weekends and federal and state holidays.	As needed	Customer will be entitled to one prorated day of the applicable MRC during the calendar month in which a service delivery goal was missed.
Adding, modifying, or deleting users (over 50)	24 hours from time request was made plus 24 hours per additional 50 users, excluding weekends and federal and state holidays.	As needed	
Remote Archiving of Log Data	30 days of log data will be stored at a remote location.	Daily	
Non Urgent Administrative Requests (security policy, route changes)	24 hours from time request was made, excluding weekends and federal and state holidays.	10 per week	
Urgent Administrative Requests	Four hours from time request was made, including weekends and holidays.	One request per month	

(b) Customer Premises CenturyLink-Supplied CPE Failure. In the event of a hardware failure, CenturyLink will supply a replacement system from existing inventory subject to reasonable availability. Inventory will be maintained consistent with vendor recommendations. From time to time, CenturyLink may require that the Site Contact provide and physically access the firewall console and type in commands as instructed by a CenturyLink engineer. All instructions will be conducted in the English language. In the event CenturyLink is managing Customer-owned equipment (the management only option), Customer is required to maintain all applicable software and hardware agreements with the applicable vendor(s).

CenturyLink Supplied CPE Failure Reported	Replacement Goal	Remedy*
9:00 AM through 5:30 PM Eastern Time Monday through Thursday; 9:00 AM to 4:30 PM Eastern Time Friday	Replacement CPE will be shipped to a domestic Customer location by the end of the next business day.	Customer's sole remedy for failure of the CenturyLink-Supplied CPE will be repair or replacement of such CenturyLink-Supplied CPE. If repair or replacement of the CenturyLink-Supplied CPE is not reasonably practical, CenturyLink will notify Customer and Customer may terminate the Service Exhibit upon 10 business days prior written notice to CenturyLink.
All hours other than the hours specified above, or if CPE must be shipped to an international location	Replacement CPE will be shipped to a domestic Customer location within two business days.	
CenturyLink-Supplied CPE located in a CenturyLink domestic CyberCenter	Replacement CPE will occur within four hours of failure.	

3. Managed Firewall-VPN Maintenance. In addition to scheduled maintenance for Services related to Managed Firewall-VPN Service, CenturyLink requires that Customer provide to CenturyLink a 3-hour maintenance window each month for CenturyLink to perform system upgrades including, but not limited to, loading new monitoring utilities and exchanging hardware. If there is a network outage related to such system upgrades, Customer understands and acknowledges that related network connectivity during maintenance may be temporarily degraded or disabled, and the parties agree that SLA goals for the related network connectivity during the maintenance period will not apply. System upgrades may occur outside of the 3-hour maintenance window upon permission from Customer's designated Site Contacts.

4. General.

4.1 Remedies. To be eligible for service credits, Customer must be in good standing with CenturyLink and current in its obligations. To receive service credits, Customer must contact the Customer Service Center at 1-800-860-1020 and submit the relevant trouble ticket information within 30 calendar days from the date when the relevant SLA Goal was not met. CenturyLink will determine the credits provided to Customer by applying the applicable remedies set forth in this SLA. A credit will be applied only to the month in which the event giving rise to the credit occurred. The credits will apply to the MRCs of the Affected Service after application of all discounts and do not apply to MRCs of other services, including but not limited to CenturyLink Provided Access. The maximum service credits issued in any one calendar month will not exceed seven days' charges pro-rated from the MRC under the Service Delivery Goal. In no event will the total credit, in the aggregate for all credits issued in one month exceed the equivalent of 50% of the relevant MRCs for the Affected Service. Cumulative credits in any one month must exceed \$25.00 to be processed. If Customer fails to notify CenturyLink in the manner set forth above with respect to the applicable SLA credits, Customer will have waived its right to such SLA credits for that month.

4.2 Service Credit Exceptions. Service credits will not be issued where the SLA is not met as a result of: (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 CenturyLink or its third party service provider; (c) Force Majeure Events; (d) scheduled service maintenance, alteration or implementation; (e) the unavailability of required Customer personnel, including as a result of failure to provide CenturyLink with accurate, current contact information; or (f) CenturyLink's lack of access to the Customer premises where reasonably required to restore the Service.

*subject to requirements and limitations in Section 4