

Lumen[®] Platform FAQ

This document serves as an essential guide for understanding the legal entitlements associated with Lumen Digital Platform, including Network as a Service (NaaS). It is designed to clarify the terms of our platform agreement, define the scope of the platform's functionality, and delineate the implications for existing legal documents, particularly for current customers. The information herein aims to provide explicit responses to common inquiries, ensuring a comprehensive understanding of the terms and conditions outlined in the agreement.

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What is the Lumen Digital Platform?

The Lumen Digital Platform is Lumen's next generation infrastructure designed to enable customers to digitally sign up, and manage network, security and edge services. This digital platform is one of the key components of cloudifying the Lumen network.

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What is the Lumen Platform Agreement?

The Lumen Platform Agreement is comprised of two components.

Part A

A set of terms that "digitizes" or "cloudifies" the terms of the standard Lumen Master Services Agreement ("MSA") to enable a fully digital, consumption-based ordering experience.

Part B

The Lumen Platform Agreement is an "up-front" entitlement and provides the ability to add any services available on the Lumen Platform at any time. Once the Customer has accepted the terms of the Lumen Platform Agreement, that entitlement is permanently associated with the Control Center Admin ("CSA"). In other words, the Customer will be able to activate services without having to be presented with additional terms and conditions to accept each time new services are added.

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How is the Lumen Platform Agreement related to an MSA I've previously negotiated with Lumen?

If the Customer has negotiated an MSA, the terms of the negotiated MSA apply in lieu of the standard MSA; however, the terms of Section A of the Lumen Platform Agreement and the currently posted service schedule(s) will apply.

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Does the Lumen Platform Agreement affect any of my pre-existing services?

No. The Customer's acceptance of the terms of the Lumen Platform Agreement establishes the necessary up-front entitlement, which allows the customer to place orders for additional consumption-based, pay-as-you-go Services at any time. The terms and conditions associated with any underlying Service will remain in full force and effect.

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What if my Legal department wants to view the Lumen Platform Agreement?

The terms of the Lumen Platform Agreement as well as all applicable Service Schedule SLAs, and any associated promotional terms and conditions are posted to Lumen's public website, available here: <https://www.lumen.com/en-us/about/legal/digital-platform.html>