

**CENTURYLINK DOMESTIC METRO ETHERNET ("Metro Ethernet" or "Service")
SERVICE LEVEL AGREEMENT ("SLA")**

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Metro Ethernet is a flexible, easy-to-use, transport service that uses established Ethernet transport technology. Metro Ethernet allows customers to connect multiple enterprise locations within a service area using native Ethernet protocol. Metro Ethernet is available over three distinct designs: Customer Premises, Central Office, and Ethernet with Extended Transport (EwET).

Customer Premises Metro Ethernet supports transmission speeds as low as 5 Mbps in all markets (3 Mbps and 7Mbps are available in select markets) up to 1 Gbps in increments of 10 Mbps from 10 to 100 Mbps and in increments of 100 Mbps from 100 to 1,000 Mbps. Central Office Metro Ethernet supports transmission speeds of 100 Mbps, 600 Mbps and 1,000 Mbps. EwET Metro Ethernet supports transmission speeds as low as 5 Mbps and up to 40 Mbps.

1. Service Availability Objective.

Service availability is defined as the ability of a customer to exchange data packets with the Metro Ethernet network at the User-Network Interface ("UNI") via customer provided equipment ("CPE"). Availability specifies the percentage of time the customer's Metro Ethernet meets (or exceeds) the throughput, latency, and packet loss performance objectives over any calendar month and may be expressed as:

$$\% \text{ Availability} = \frac{\text{Total Time} - \text{Outage Time}}{\text{Total Time}} \times 100$$

All UNI	Availability Objective (Monthly)
With Single Cable Entrance	99.9%
With Dual Cable Entrances (see Note a. below)	99.95%

Notes:

- a. Equipment located on the customer's premises will have a single cable entrance unless the building owner elects to provide two physically separated cable entrances into the building. A second entrance to the customer's premises affords further diversity protection. When desired, it is a customer's responsibility to provide a second entrance. That second entrance must meet existing CenturyLink entrance facility standards. For additional information see CenturyLink Technical Publication 77344, *Diversity and Avoidance*.
- b. Service availability includes all components of the Metro Ethernet network from edge site / switch to edge site / switch within a metro region for customers with two or more locations or from edge site / switch to core switch for customers with one location in a metro.
- c. Service interruptions caused by CenturyLink planned network maintenance activities, maintenance at the customer premises, or loss of customer traffic due to malfunction of CPE are excluded from the availability calculation. The Metro Ethernet availability objective assumes two hours every six months for the network maintenance window.

2. Throughput Objective.

The Metro Ethernet bandwidth profile is a limit on the rate at which Ethernet frames can traverse the UNI. Metro Ethernet offers a better than best effort bandwidth or throughput for each customer network access link. Specifically, the Metro Ethernet Committed Information Rate (CIR) is the minimum bandwidth or throughput that the Metro Ethernet network will deliver for at least 256 byte frames in both ingress and egress directions under normal operating conditions. For smaller frame sizes customer packets may be dropped.

Through CIR, bandwidth will be available in the increments ordered by the customer. CIR rates will be met by adequate rate-limiting of the Metro Ethernet Layer 2 edge and core switches, and SONET transport infrastructure where applicable.

3. Latency Objective.

Latency or delay is defined as the time interval between the transmission of a signal at one point and the reception or detection of the same signal at another point. Unidirectional or One-Way Delay ("OWD") is the elapsed time between when a node sends a packet and when the packet is received by another node. OWD is also referred to as end-to-end transit delay.

For Metro Ethernet service, the one-way delay is the time measured between when the first bit of an Ethernet frame enters the ingress UNI to when the last bit of the same frame leaves the egress UNI. Specifically, from edge site / switch to edge site / switch within a metro region for customers with two or more locations or from edge site / switch to core switch for customers with one location in a metro. The latency performance objective across a single Metro Ethernet network will be as indicated below:

Latency (One-Way)	Objective (Monthly Average)
Maximum	Less than 25 milliseconds
Typical	Less than 15 milliseconds

Thus, over any calendar month, 100% of the successfully delivered egress frames (discarded or lost frames are not counted) will have an average one-way delay of less than 25 milliseconds. This Metro Ethernet performance parameter applies to all supported Ethernet line / data rates (at the UNI), i.e. access ports and bandwidth profiles, frame sizes, alternate fiber routes where applicable and represents the total delay attributable to the Metro Ethernet network.

4. Packet Loss Objective.

The packet loss performance parameter identifies the percentage of in-profile Ethernet frames (“green” frames that are within CIR) not reliably delivered between UNIs over a given measurement interval. Any frames that are out-of-profile (“yellow” or “red” frames, i.e. exceeding the CIR) are not counted towards the number of lost frames.

Customer frames that may additionally be blocked or discarded at the UNI and not counted towards the packet loss objective include the following:

- Runts or frame size less than 64 bytes
- Jumbo frames with a maximum transmission unit greater than 1522 bytes
- Corrupted frames with cyclic redundancy check, frame check sequence or alignment errors

Packet loss is defined as the percentage of packets that are dropped within, or between switches that are a part of, the Metro Ethernet network. Specifically, from edge site / switch to edge site / switch within a metro region for customers with two or more locations or from edge site / switch to core switch for customers with one location in a metro. CenturyLink will engineer the Metro Ethernet network to minimize packet loss such that the performance objective will not exceed the following:

Performance Parameter	Dropped Packets Objective (Monthly Average)
Packet Loss Ratio	No more than 0.1%
	No more than 0.001% for priority 1 (“P1”) packets in the Metro Ethernet core network

Note: The Metro Ethernet core network is defined as from the first (CenturyLink-provided) core switch to the last core switch in a metro for a particular Ethernet Virtual Connections (“EVC”) traffic flow. Thus, over any calendar month the Metro Ethernet network will successfully deliver at least 99.9% of the customer’s packets from UNI to UNI or 99.999% for P1 traffic in the core.

5. VLAN Leakage Objective.

There will be zero VLAN or MAC address leakage across the Metro Ethernet network. Metro Ethernet does not currently support the routing or communication of traffic between VLANs or EVCs.

6. Quality of Service Objective.

When Quality of Service is purchased by the customer then the following applies:

- The service level availability commitment for Quality of Service is that 99.999% of the packets will conform to the bandwidth profile delivered across the core network, without being dropped or lost as a result of a fault within the Virtual Ethernet Network. This equates to a Quality of Service Pack loss ratio of no more than 0.001%. Thus, over any calendar month the Metro Ethernet network will successfully deliver at least 99.999% of a customer’s packets from core to core.
- When the SLA is not met, the SLA credit will apply to the monthly recurring charge (“MRC”) for every increment of 3 Mbps (in select markets) or 5 Mbps of P1 traffic.
- The credit will equal 1/30th of the MRC for every 5 Mbps of affected Priority 1 traffic.
- The maximum amount of credit provided in a given month will not exceed the total MRC for the affected Service.

7. Protect Routing Objective.

When protect routing is purchased by the customer then the following applies:

- The service guarantee will be for a 99.99% circuit availability over a 30 day period which equates to 4 minutes 20 seconds of downtime.
- No credit will be allowed for an interruption of less than 4 minutes 20 seconds, multiple outages of each less than 4 minutes 20 seconds will not be added together.
- A credit of 1/30th of the MRC will be paid out for any outage occurrence that exceeds 4 minutes 20 seconds. Credit will be limited to one credit for each 24 hour period in which an outage(s) occur. Credit will be comprised of all affected MRC elements.
- The Maximum amount of credit provided in a given month will not exceed the total MRC for the affected Metro Ethernet.

8. Mean Time to Repair Objective.

CenturyLink is responsible for maintaining all equipment and cable on the Metro Ethernet network side of the UNI at customer locations, and the transmission facility between UNIs.

CenturyLink will furnish the customer with a trouble reporting telephone number.

Upon receipt of a trouble alarm or report, CenturyLink will initiate action within 20 minutes to clear the trouble and will commit to the following service restoral times for Metro Ethernet:

- Four hours maximum in the event of a service interruption due to an electronic component failure
- Eight hours maximum if the trouble is caused by a cable failure