



June 30, 2023

RE: End-of-life notification for the Lumen® Mesh Delivery, CDN Load Balancer and Mesh Delivery for Enterprise services / Notice of Termination, effective September 30, 2023.

Dear Customer,

We regret to inform you that Lumen has begun the End-Of-Life (EOL) process for the Mesh Delivery, CDN Load Balancer, and Mesh Delivery for Enterprise (eCDN) services (collectively, “the Services”). Lumen will no longer provide the Services after September 30, 2023 (the “End of Life Date”). Our records indicate that Lumen provides one or more of the Services to you under current or expired contract terms.

We understand that this announcement may be unwelcome news to you and your organization. Lumen is providing this notice now so that you have enough time to transition off of the platform without incurring any applicable early termination fees or migrate to a similar Lumen service. These include Lumen CDN Delivery in place of CDN Mesh Delivery as well as eCDN, and Lumen Intelligent Traffic Manager in place of CDN Load Balancer. More information is available on our website at <https://www.lumen.com/en-us/edge-cloud/cdn.html>. We are committed to helping you with this transition to minimize disruption to your streaming operations.

As of the End of Life Date, you will no longer have access to your dashboard account and the associated data. All requests for data extracts beyond what is accessible in your dashboard must be made in writing to me before August 15, 2023 (“Deadline to Request Data”) and are subject to Lumen approval. All data extracts will be automatically deleted by Lumen as of the End of Life Date.

Please also verify that all client-side code has been removed from your video player. A guide to doing so can be found in our documentation at <https://www.lumen.com/help/en-us/cdn/mesh-knowledge-base/mesh-delivery-cdn-lb-removal.html>.

To help facilitate an eventual migration, below are key dates to acknowledge.

Event	Description	Date
End-of-Life (EOL) Announcement	End-of-Life notification distributed via email to all CDN Mesh Delivery, eCDN and CDN Load Balancer customers.	June 30, 2023

Deadline to request data	All data requests must be made in writing by this date.	August 15, 2023
End-of-Life & End-of-Support	The last day to receive service and support, and access to the Services will cease.	September 30, 2023

The Lumen point of contact for this transition will be your Customer Success Manager. If you would like to designate an operational contact with respect to this matter, please provide their contact information.

If there are any questions or concerns with respect to this letter or you would like to discuss an alternative solution to any of these Services, please contact your Customer Success Manager or CDN Customer Support at cdnsupport@lumen.com.

Thank you very much for your business and cooperation.

Sincerely,



Sarah Wu
Senior Director, Product Management
Lumen Content Delivery Network Services