

**LUMEN FINANCIAL CONNECT SERVICE
RETAIL SERVICE LEVEL AGREEMENT**

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

This Service Level Agreement ("SLA") is effective as of the first day of the second month after initial installation of Services. "Service" includes the applicable components of Lumen Financial Connect Service. This SLA applies to Service ordered by Lumen's customer pursuant to an agreement ("Agreement") with CenturyLink Communications, LLC f/k/a Qwest Communications Company, LLC d/b/a Lumen ("Lumen"). On April 1, 2014, Qwest Communications Company, LLC completed a name change to CenturyLink Communications, LLC. References in supporting agreements or other documents, to Qwest Communications Company, LLC or its predecessors are replaced with "CenturyLink Communications, LLC" or "Lumen." For Customer's claims related to Service deficiencies, interruptions or failures, Customer's exclusive remedies are limited to those remedies set forth in this SLA.

1. Network and Port Components.

1.1 Components. The SLA Goal measurement includes: (a) all network components of the Lumen IP network and (b) Lumen Provided Access for the domestic Network Availability and Installation goals only. The Lumen IP networks include routers, switches, fiber and any other facilities that are owned by Lumen or other providers specifically designated by Lumen for international IP service ("International Service Providers"). As defined in this SLA, a "POP" means a Lumen point of presence location, as determined by Lumen, that represents the provider edge of the Lumen IP network or an International Service Provider POP. "Lumen Provided Access" means local backbone access circuits in the continental U.S. (a) ordered and leased by Lumen from another carrier on Customer's behalf; or (b) provided solely on Lumen owned and operated facilities. This includes Special Access and Ethernet Local Access, technologies, as defined in the Local Access Service Exhibit. "Affected Service" means the particular Lumen Financial Connect Port that fails to meet the applicable Goal. If the Affected Service is implemented as a full-mesh MPLS or VPLS topology, service degradation at one Customer location potentially impacts all end to end metrics because all sites are connected to all other sites. In the event that a service degradation on such Lumen Financial Connect Port causes a Goal to not be met on multiple end to end location paths, the "Affected Service" refers to the Lumen Financial Connect Port common to each missed end to end metric.

1.2 Regions. A list of international regions (including Customer Service Center support information) and corresponding Tiers is appended to this SLA in Attachment 1.

Domestic Regions	SLA Components:
Intra U.S.	The Lumen IP network within the 48 contiguous U.S. states
Hawaii to U.S. West Coast ("Hawaii")	Lumen Trans-Hawaii IP network to the continental U.S. Lumen IP network in the Los Angeles Metro Area
Alaska to U.S. Pacific Northwest ("Alaska")	Lumen Trans-Alaska IP network to the continental U.S. Lumen IP network in the Seattle Metro Area

2. Goals.

2.1 Domestic Network and Port-Related Goals. The following domestic service level goals ("Goals") apply to Lumen Financial Connect Ports purchased from Lumen pursuant to an agreement. If a Bandwidth Tier applies, Goals for Lumen Financial Connect Ports only apply to the portion of traffic that is within the contracted Bandwidth Tier and will not apply to the CenturyLink IQ Networking Port bandwidth usage that exceeds the Bandwidth Tier. The Goals associated with Latency, Packet Delivery, Response Times, and Jitter are measured using monthly averages from the Lumen IP network and apply in the listed regions after the Lumen Financial Connect Ports have been accepted for use. Individual circuit outages of MLPPP (NxDS1) bundles are not subject to the Network Availability or Reporting Goals. International Goals for Availability, Latency, Packet Delivery, and Jitter are appended to this SLA in Attachment 1.

(a) Network Availability. The availability of the Service ("Network Availability") is measured by "Network Downtime," which exists when a particular Lumen Financial Connect Port of Customer is unable to transmit and receive data. Network Downtime is measured from the time a trouble ticket is opened by Lumen in the Lumen trouble management system to the time the affected Lumen Financial Connect Port is again able to transmit and receive data.

Region	Goal	Remedy (Credit is applied to Lumen Financial Connect Port MRC of the Affected Service)*
Intra U.S. Hawaii Alaska	100%	Each cumulative hour of Network Downtime qualifies Customer for a credit of one day's charges pro-rated from the Lumen Financial Connect Port MRC.

(b) Latency

(i) Network Latency. The average network transit delay ("Latency") will be measured via roundtrip pings on an ongoing basis every five minutes to determine a consistent average monthly performance level for Latency between edge. Edge locations are defined at Customer sites, trading partner locations, or Exchange locations. Latency is calculated as follows:

$$\text{Target Latency Goal} = \text{Minimum Latency} + (\text{Per Mile Latency} * \text{Round Trip Miles} * \text{Between Customer Edges})$$

Region	Minimum Latency	Per Mile Latency	If Goal Exceeded By		
Intra U.S.	10ms	.02ms	1-10ms	11-20ms	>20ms
International	20ms	.03ms	1-10ms	11-20ms	>20ms
Credit as % of Lumen Financial Connect Port MRC of Affected Service*			10%	20%	30%

To simplify calculations, air miles are used to generate latency targets. For example, if location A is 100 air miles from location B (i.e. 200 miles roundtrip) the latency target would be 20ms + (.02 ms * 200) = 24 ms. Route miles are used in lieu of air miles only when the number of route miles is greater than 2x the number of air miles.

*subject to requirements and limitations in Section 4

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(ii) Exchange Connectivity Latency to New York, Chicago, and London Data Centers. Global Exchange Connectivity Latency metrics are calculated one way in milliseconds. The Global Exchange Connectivity Latency Goal in this subsection is applicable only if a Customer location is within the Lumen Data Center listed in the table below. The Global Exchange Connectivity Latency Goal is applicable to one connection of a primary/secondary resilient connection to the Exchange listed in the table below. The table below reflects measurements one way in milliseconds. Global Exchange Connectivity Latency Goals are measured using monthly averages.

Exchange	Lumen Data Center							Remedy (Credit is applied to Lumen Financial Connect Port MRC of the Affected Service)
	LO4	LO1	NJ2	NJ2X	NJ1	NJ3	CH4	
SFTI EU	0.25	1	--	--	--	--	--	Failure to meet the Goal qualifies Customer for 25% of the Lumen Financial Connect Port MRC (Credit cannot be combined with Network Availability SLA credit.)
LSE	0.5	1	--	--	--	--	--	
BATS EU	0.25	1	--	--	--	--	--	
BOX	--	--	0.25	0.25	0.3	0.25	10	
BATS US	--	--	0.25	0.25	0.25	1	10	
CBOE	--	--	10	10	10	10	0.25	
CME	--	--	10	10	10	10	0.25	
ICE	--	--	10	10	10	10	0.25	
ISE	--	--	1	1	1	1.5	10	
NASDAQ NLX	--	--	0.25	0.5	0.5	1	10	
NYSE SFTI US	--	--	0.25	0.25	0.25	1	10	

(c) Packet Delivery. Packet Delivery will be measured on an ongoing basis every five minutes to determine a consistent average monthly performance level for packets actually delivered between the POPs.

Region	Goal	Remedy (Credit is applied as a % of the Lumen Financial Connect Port MRC for the Affected Service)*		
Intra U.S. Hawaii Alaska	99.90%	99.01 % - 99.89% = 10%	90% - 99% = 25%	Less than 90% = 50%

(d) Jitter. Jitter is a measurement of the interpacket delay variance and packet loss in the Lumen IP network, which is measured by generating synthetic user datagram protocol (UDP) traffic.

Region	Goal	Remedy (Credit is applied as a % of the Lumen Financial Connect Port MRC for the Affected Service)*		
Intra U.S.	2 ms	2.1 – 3 ms = 10%	3.1 – 4 ms = 25%	Greater than 4 ms = 50%
Hawaii Alaska	4 ms	4.1 – 5 ms = 10%	5.1 – 6 ms = 25%	Greater than 6 ms = 50%

(e) Response Time. The Response Time Goal is measured from the time a trouble ticket is opened to the time Lumen responds to Customer by the agreed upon notification method. Response Time Goals are measured using monthly averages.

Service Level	Severity Level	Target Mean Response*	Remedy (Credit is applied to Lumen Financial Connect Port MRC of the Affected Service)
4	High	5 minutes Personal Contact – 15 minutes**	Failure to meet the Goal qualifies Customer for 25% of the Lumen Financial Connect Port MRC (Credit cannot be combined with Network Availability SLA credit.)
	Medium	10 minutes Personal Contact – 30 minutes**	
	Low	30 minutes Personal Contact – 1 hour**	
	Request	N/A	

* from time of ticket creation, auto notification via email or text message
**personal contact applies on customer-specific incidents

Severity Levels

High = Service Down/Degraded Service to the point of being Unusable
Medium = Service Degraded
Low = Intermittent Issues
Request = Informational or Change Request

(f) Installation. The Installation Goal measures the installation times for Lumen Provided Access ordered in conjunction with Lumen Financial Connect Ports only. The Installation Goal only applies if there are existing Lumen facilities in the location that supports the Affected Service. Installation is measured from the date Lumen Engineering accepts the Lumen Provided Access order. If Customer has a designated Key Port, the applicable Installation Goal shown below will apply to that Key Port, and the installation of related non-Key Ports will occur the later of: (i) within 10

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business days after that Key Port's Start of Service Date; or (ii) within the normal Installation Goal for that Port, as measured from the date Lumen Engineering accepts the order. If no Key Port is designated, Lumen will follow normal installation intervals without special sequencing.

Region	Goal	Remedy (Credit is applied to Lumen Financial Connect Port MRC of the Affected Service)*
Intra U.S.	DS-1	22 business days
	DS-3 OC-3 OC-12	33 business days
	Ethernet 10 – 1000 Mbps	66 business days
Hawaii Alaska	DS-1	22 business days
	DS-3 OC-3 OC-12	43 business days

3. Domestic Maintenance.

3.1 Domestic Network Normal Maintenance. "Normal Maintenance" means upgrades of hardware or software or upgrades to increase capacity. Normal Maintenance may temporarily degrade the quality of the Service, including possible outages. "Local Time" means the local time in the time zone in which an Affected Service is located. Lumen may change the maintenance window times upon posting to the website or other notice to Customer. Lumen will undertake Normal Maintenance during the hours and upon the prior notice time period stated below. International Maintenance hours are located in Attachment 1 to this SLA.

Region	Normal Maintenance Hours	Prior Notice
Intra U.S. Hawaii Alaska	Sunday, Tuesday, and Thursday mornings between the hours of 12:00 midnight and 6:00 AM Local Time	10 business days

3.2 Domestic Network Urgent Maintenance. "Urgent Maintenance" means efforts to correct network conditions that are likely to cause a material Service outage and that require immediate action. Urgent Maintenance may degrade the quality of the Services, including possible outages. Such effects related to Urgent Maintenance will entitle Customer to service credits as set forth in this SLA. Lumen may undertake Urgent Maintenance at any time deemed necessary and will provide notice of Urgent Maintenance to Customer as soon as is commercially practicable under the circumstances.

4. General.

4.1 Remedies. To be eligible for service credits, Customer must be in good standing with Lumen 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. Lumen 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 Lumen Financial Connect Port MRCs of the Affected Service after application of all discounts. The maximum service credits for Lumen Financial Connect Service issued in any one calendar month will not exceed: (a) for Goals related to Network Availability, Reporting, and Installation, seven days' charges pro-rated from the Lumen Financial Connect Port MRC of the Affected Service; or (b) for Goals not listed in (a), 50% of the Lumen Financial Connect Port MRCs of the Affected Service less any credits calculated under (a). In no event will the total credit, in the aggregate for all credits issued in one month for Lumen Financial Connect Service exceed the equivalent of 50% of the relevant Lumen Financial Connect Port MRCs for the Affected Service. Cumulative credits in any one month must exceed \$25.00 to be processed. If Customer fails to notify Lumen 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 Limitations. This SLA will not apply, and Customer will not be entitled to receive a credit or exercise a termination right under this SLA, for any event that adversely impacts the Service that is caused by: (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 Lumen or its International Service Providers; (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 Lumen with accurate, current contact information; (f) Lumen's lack of access to the Customer premises where reasonably required to restore the Service; (g) Customer's failure to release the Service for testing or repair and continuing to use the Service on an impaired basis; (h) Lumen's termination of Service for Cause or Customer's use of Service in an unauthorized or unlawful manner; or (i) improper or inaccurate network specifications provided by Customer.

*subject to requirements and limitations in Section 4

4.3 Customer Termination Rights. In the Intra U.S., Hawaii, and Alaska regions, Customer may terminate the Affected Service without Cancellation Charges if, in any single calendar month: (a) Network Downtime exists for at least 24 hours in the aggregate; or (b) Network Downtime exists for a period of at least eight consecutive hours. Customer may terminate the Affected Service by providing written notice to the Customer Service Center with a courtesy copy to the attention of Lumen's General Counsel within 20 days after either one of the Network Downtime events described in subsections (a) or (b) above occur. Such termination will be effective 45 days after receipt of written notice by Lumen. For all other regions, Customer may terminate the Affected Service without early termination charges if Lumen is unable to restore the Affected Service to meet the Goals herein within a 60 day cure period. The 60 day cure period will begin after a trouble ticket is opened. Customer may terminate the Affected Service by providing written notice to the Customer Service Center with a courtesy copy to the attention of Lumen's General Counsel within 20 days after the 60 day cure period ends. Such termination will be effective upon receipt of written notice by Lumen of termination from Customer, unless Customer requests Service to be continued during a transition period and establishes a new termination date. Customer is responsible for all Service charges until the termination date. If Customer fails to notify Lumen in the manner set forth in this section with respect to the applicable termination right, Customer will have waived its right to terminate the Affected Service.

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ATTACHMENT 1

This Attachment 1 sets forth the applicable service level Goals and Regions for international Service components subject to the Lumen Financial Connect SLA.

1. International Service Level Goals.

1.1 Network and Port-Related Goals for International Ports. The following international service level goals (“Goals”) apply to international Lumen Financial Connect Ports. For purposes of this Attachment 1, connections to Puerto Rico are grouped with the international SLA Goals. The Goals associated with Packet Delivery and Jitter are measured using monthly averages from the Lumen IP network and applicable International Service Providers’ networks and apply in the listed regions after the ports have been accepted for use. Individual circuit outages of NxT1/E1 bundles are not subject to the Network Availability or Reporting Goals.

(a) International Network Availability. The availability of the international Service (“Network Availability”) is measured by “Network Downtime”, which exists when a particular international Lumen Financial Connect Port of Customer is unable to transmit and receive data. Network Downtime is measured from the time a trouble ticket is opened by Lumen in the Lumen trouble management system to the time the Affected Service is again able to transmit and receive data. The Network Availability Goal for international Lumen Financial Connect Ports does not include local access.

Region	Goal	Network Downtime = Remedy (Credit is applied to Lumen Financial Connect Port MRC of the Affected Service)*
Canada Mexico Europe - Tier 1 Asia - Tier 1 South America - Tier 1 Puerto Rico	99.95%	Each cumulative hour of Network Downtime qualifies Customer for a credit of one day’s charges pro-rated from the Lumen Financial Connect Port MRC.
Europe - Tier 2 Asia - Tier 2 South America - Tier 2 Middle East/Africa	99.90%	Each cumulative hour of Network Downtime qualifies Customer for a credit of one day’s charges pro-rated from the Lumen Financial Connect Port MRC.
Europe - Tier 3 Asia Tier 3 South America - Tier 3	99.50%	Each cumulative hour of Network Downtime qualifies Customer for a credit of one day’s charges pro-rated from the Lumen Financial Connect Port MRC.

(b) International Latency. The average network transit delay (“Latency”) will be measured via roundtrip pings on an ongoing basis every five minutes to determine a consistent average monthly performance level for Latency between customer edge (CE) locations within the region. Latency is calculated as follows:

$$\text{Target Latency Goal} = \text{Minimum Latency} + (\text{Per Mile Latency} * \text{Round Trip Miles} * \text{Between Customer Edges})$$

Region	Minimum Latency	Per Mile Latency	If Goal Exceeded By		
All regions outside Intra U.S.	20ms	.03ms	1-10ms	11-20ms	>20ms
Credit as % of Lumen Financial Connect Port MRC of Affected Service*			10%	20%	30%

(c) International Packet Delivery. Packet Delivery will be measured on an ongoing basis every five minutes to determine a consistent average monthly performance level for packets actually delivered between the POPs.

Region	Goal	Actual Packet Delivery = Remedy (as a % of the Lumen Financial Connect Port MRC for the Affected Service)*	
Canada	99.50%	99.00 % - 99.49% = 10%	Less than 99.00% = 25%
Europe - Tier 1 and Tier 2 Asia - Tier 1	99.50%	99.00 % - 99.49% = 10%	Less than 99.00% = 25%
South America - Tier 1 Puerto Rico to U.S.	99.50%	99.00 % - 99.49% = 10%	Less than 99.00% = 25%
Asia - Tier 2, Tier 3 Europe, Tier 3 South America - Tier 2 Middle East/Africa	99.00%	98.00 % - 98.99% = 10%	Less than 98.00% = 25%

*Subject to requirements and limitations of Section 4 in the Lumen Financial Connect Service Level Agreement.

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(d) International Jitter. Jitter is a measurement of the interpacket delay variance and packet loss in the Lumen IP network, which is measured by generating synthetic user datagram protocol (UDP) traffic.

Region	Goal	Jitter = Remedy (as a % of the Lumen Financial Connect Port MRC for the Affected Service)*
Europe Asia Canada South America	10 ms	Failure to meet the Goal for a period of more than four consecutive hours qualifies Customer for a credit of 10% of the Lumen Financial Connect Port MRC of the Affected Service.
Europe-North America Europe-Asia Europe-South America Asia-North America Asia-South America Puerto Rico-North America Middle East/Africa	15 ms	

2. International Maintenance. Lumen will undertake Normal Maintenance in international locations during the hours and upon the prior notice time period stated below. "Local Time" means the local time in the time zone in which an Affected Service is located.

Region	Normal Maintenance Hours	Prior Notice
Canada Mexico	Sundays between the hours of 12:00 midnight and 5:00 AM Pacific Time.	10 business days
Europe - Tier 1	Tuesday and Sunday between the hours of 12:00 midnight and 6:30 AM Local Time.	10 business days
Asia Tier 1	Sunday and Wednesday mornings between the hours of 12:00 midnight and 8:00 AM Local Time.	5 business days
Asia - Tier 2 and Tier 3 Europe - Tier 2 and Tier 3 South America - Tier 1, Tier 2, and Tier 3 Middle East/Africa	Sunday mornings between the hours of 12:00 midnight and 5:00 AM Local Time.	5 business days

3. International Regions.

3.1 Components.

International Regions	SLA Components:
Canada, Canada to U. S. Mexico, Mexico to U.S. South America Europe Asia Puerto Rico	Relevant Lumen or International Service Provider POPs located in any particular Tier 1, Tier 2, or Tier 3 location.
Trans-Atlantic	The International Service Provider network between Lumen's New York POP and Lumen's London POP.
Trans-Pacific	The International Service Provider network and Lumen Sunnyvale, CA POP or Lumen network between Lumen's Tokyo and Burbank, CA POPs.
Asia-Europe Middle East/Africa	The International Service Provider network.

*Subject to requirements and limitations of Section 4 in the Lumen Financial Connect Service Level Agreement.

3.2 Regions.

North America (Customer Service Center Support Information: 877-886-6515 or 800-524-5249)

Tier 1	Tier 2
Canada Canada to U.S.	Mexico Puerto Rico

Asia (Customer Service Center Support Information: 877-886-6515 or 800-524-5249)

Tier 1	Tier 2	Tier 3
Hong Kong Melbourne, Australia Singapore Sydney, Australia Tokyo, Japan	China, PRC Indonesia Philippines South Korea Taiwan	India New Zealand Thailand

Europe (Customer Service Center Support Information: 877-886-6515 or 800-524-5249)

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Tier 1		Tier 2	Tier 3
Austria	Luxembourg	Czech Republic	Bulgaria
Belgium	Netherlands	Estonia	Moldova
Denmark	Norway	Greece	Poland
Finland	Portugal	Hungary	Romania
France	Spain	Latvia	Russia
Germany	Sweden	Lithuania	Turkey
Ireland	Switzerland	Slovak Republic	Ukraine
Italy	United Kingdom		

Middle East/Africa ("MEA") (Customer Service Center Support Information: 877-886-6515 or 800-524-5249)

Tier 1	Tier 2	Tier 3
N/A	Algeria Israel Morocco Tunisia	Bahrain Oman Egypt Pakistan Jordan Qatar Kuwait Saudi Arabia Lebanon United Arab Emirates

South America (Customer Service Center Support Information: 877-886-6515 or 800-524-5249)

Tier 1	Tier 2	Tier 3
Argentina Brazil Chile	Peru Venezuela	Bolivia Colombia Costa Rica Ecuador Guatemala Panama