

**HOSTED UNIFIED COMMUNICATIONS SERVICE
SERVICE LEVEL AGREEMENT**

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

This SLA applies to Hosted Unified Communications Service (“HUCS” or “Service”), and is effective as of the first day of the second month after initial installation of Service. The following SLA will not apply to Customer’s use of any other services including, without limitation, transport service, services used for calls originating on or terminating to the PSTN (e.g., primary rate interface or SIP Trunk), PBXs, Cisco Emergency Responder CPE, LANs, VLANs, WANs and handsets, all of which are purchased separately by Customer. Capitalized terms not defined in this SLA are defined in the Agreement. This SLA is subject to the Qwest Communications Company, LLC d/b/a CenturyLink QCC (“CenturyLink”) service agreement entered into by CenturyLink and Customer (“Agreement”). Capitalized terms not defined in this SLA are defined in the Agreement. This SLA provides Customer’s sole and exclusive remedy for Service interruptions or Service deficiencies of any kind whatsoever for Service.

1. Voice Availability Goal.

1.1 Components Included. “Hosted Components” refers to CenturyLink hosted unified communications equipment and any shared CenturyLink systems and interfaces used by CenturyLink to provide HUCS.

1.2 Voice Availability Measurement and Remedies. Voice Availability is based on “Voice Platform Downtime,” which exists when the Hosted Components are unable to transmit inbound and/or outbound voice calls. Such failure is recorded in the CenturyLink trouble ticket system. Voice Platform Downtime is measured from the time a master trouble ticket is opened in the CenturyLink trouble management system to the time the Affected Service is able to transmit inbound and outbound voice calls. In order to qualify for credits, the outage must be deemed a “Major Service Outage,” which is defined as a service outage condition causing major service disruption to the customer base relative to the Hosted Components for which a master trouble ticket is opened, and which impacts more than one customer. This Voice Availability SLA does not apply to call quality. Subject to the foregoing limitations, each time Voice Availability is less than CenturyLink’s 99.999% availability goal, Customer qualifies for a credit as shown in the table below in this section, prorated from the seat MRC of the device(s) affected by the missed objective (“Affected Service”), up to the maximums indicated in this section. Customer must make a written request to CenturyLink for the credit within five business days of the last day of the month in which the Voice Platform Downtime occurred. A credit will be applied only to the month in which the event giving rise to the credit occurred. The maximum credits given for a specific outage will not exceed 10 days’ credit.

Goal	Voice Platform Downtime	Amount of Bill Credit Based on Prorated MRC of Affected Service
99.999%	10 to 60 minutes	1 day’s credit
	61 to 120 minutes	2 days’ credit
	121 to 240 minutes	4 days’ credit
	241 to 480 minutes	6 days’ credit
	Over 480 minutes	10 days’ credit

2. Configuration Management Objectives. The objectives set forth in this Section are objectives only and do not have associated credits. The configuration and management objectives below are specific to remote administration and do not assume the use of CenturyLink resources for onsite changes. Configuration and management objectives are applicable if Customer opts to have CenturyLink perform MACDs as part of the Service.

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Configuration Management	Performance/Timeframe
Bulk User/IP Phone Addition	Assignment of IP Phones to specific profiles will be done at a rate of 500 requests per week and require one week to process. CenturyLink will provide a bulk user template to record needed additions.
Bulk User/IP Phone Change	Large changes of users to move them to a new profile or enable a change are done at 500 users per request per week and are performed in 48 hours. CenturyLink will provide a bulk user template to record needed changes.
Bulk User/IP Phone Deletion	Users or machines are deleted at a rate of 500 changes per week per request and are performed within 48 hours.
Normal User/IP Phone Addition	Up to 50 users/IP Phones per day per request will be added in 48 hours.
Normal User/IP Phone Change	Up to 50 users/IP Phones per day per request will be changed in 24 hours.
Normal User/IP Phone Deletion	Up to 50 users/IP Phones per day per request will be deleted in 24 hours.
Emergency User/IP Phone Addition	Up to 5 users/IP Phones per day per request will be added in 8 hours.
Emergency User/IP Phone Change	Up to 5 users/IP Phones per day per request will be change in 2 hours.
Emergency User/IP Phone Deletion	Up to 5 users/IP Phones per day per request will be deleted upon call and no more than 2 hours.
Policy Addition	Up to 5 policies will be added per day with request processed in 8 hours.
Modify Existing Policy	Up to 5 policies will be modified per day with changes processed in 8 hours.
Policy Deletion	Up to 5 policies will be deleted per day with removal processed in 8 hours.
Emergency Policy Modification	Up to 2 policies changes per day will be processed in less than 2 hours.
Back-up and Restoral*	CenturyLink will store and maintain the last three configurations and previous two releases of software for restoral purposes. Customer may be required to assist and execute early function to restore system to remote management capability. * Unless specifically requested that CenturyLink provide the back-up solution, CenturyLink assumes use of customer provided server, tape drive, etc. as needed for back-up.

3. Managed Component SLAs. Upon Customer's written request to CenturyLink, made within five business days of the last day of the month in which the relevant configuration and management was not met, Customer will be entitled to the service credits as a percentage credit set forth below, prorated from the monthly fees of the Affected Service.

Area	Performance/Timeframe	Credit	Escalation (SM, DIR, GM)
Remote Sites			
Phone	Diagnose failure within 4 hours of ticket being opened. Ship replacement next business day provided replacement is processed by 3PM. Customer returns broken phone to CenturyLink. Only applicable if CenturyLink provides the phone as part of the Service. Not applicable if like-kind onsite spares have been provided and are available to replace broken phone.	1%	Diag. - (2Hrs, 4Hrs, 24Hrs) Restore - (24Hrs, 48Hrs, 72Hrs)
Call Manager/ Gateway	Diagnose failure or attempt rebuild within 1 hour of CenturyLink detection or ticket being opened. Ship replacement system next available air freight to destination. Ship replacement only applicable if CenturyLink provides a dedicated Call Manager and/or Gateway as a part of the Service.	5%	Diag. - (30Min, 1Hr, 2Hrs) Restore - (24 Hrs. 36 Hrs, 48 Hrs)
Voice Mail	Diagnose failure or attempt rebuild within 1 hour of CenturyLink detection or ticket being opened. Ship replacement system next available air freight to destination. Only applicable if CenturyLink provides a dedicated Voice Mail system as a part of the Service..	5%	Diag. - (30Min, 1Hr, 2Hrs) Restore - (24 Hrs. 36 Hrs, 48 Hrs)
Headquarters/ Main Sites			
Phone	Diagnose failure within 2 Hrs, replace IP phone from customer on-site pool. Customer returns broken phone to CenturyLink.	1%	Diag. - (1Hrs, 2Hrs, 4Hrs) Restore - (2Hrs, 4Hrs, 8Hrs)
Call Manager/ Gateway	Diagnose failure or attempt rebuild within 1 hour, allow back-up systems to sustain load during restoral. Ship replacement system next available air freight to destination. Only applicable if CenturyLink provides a dedicated Call Manager and/or Gateway as part of the Service.	3%	Diag. - (30Min, 1Hr, 2Hrs) Restore - (24 Hrs. 36 Hrs, 48 Hrs)
Voice Mail	Diagnose failure or attempt rebuild within 1 hour. Ship replacement system next available air freight to destination. Only applicable if CenturyLink provides a dedicated voice mail system as part of the Service.	3%	Diag. - (30Min, 1Hr, 2Hrs) Restore - (24 Hrs. 36 Hrs, 48 Hrs)

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Performance Management			
Call Quality Basic	Diagnose cause within 4 hours of CenturyLink detection or a ticket being opened, present plan to change management within 8 hours	1%	Diag. - (2Hrs, 4Hrs, 24Hrs) Plan- (4Hrs, 8Hrs, 24Hrs)
Call Quality Severe	Diagnose cause within 1 hour of CenturyLink detection or a ticket being opened, present plan to change management within 2 hours	3%	Diag. - (30Min, 1Hr, 2Hrs) Restore - (1Hr, 2Hrs, 4Hrs)
Call Routing Basic	Diagnose cause within 4 hours of CenturyLink detection or a ticket being opened, present plan to change management within 8 hours	1%	Diag. - (2Hrs, 4Hrs, 24Hrs) Plan- (4Hrs, 8Hrs, 24Hrs)
Call Routing Severe	Diagnose cause within 1 hour of CenturyLink detection or a ticket being opened, present plan to change management within 2 hours	3%	Diag. - (30Min, 1Hr, 2Hrs) Restore - (1Hr, 2Hrs, 4Hrs)
Change Management			
Basic Changes	Process bulk and normal change requested at capacities sited in Configuration Management. Applicable if Customer opts to have CenturyLink perform MACDs as part of the Service.	1%	Director - 1x interval VP - 2x interval
Urgent Changes	Process urgent change request at capacity and intervals cited in Configuration Management. Applicable if Customer opts to have CenturyLink perform MACDs as part of the service.	3%	Director - 1x interval VP - 2x interval
Security Management			
Basic Events	Post all security events involving attempted attack that have minimal performance impact or failed attacks to portal within 10 minutes of CenturyLink detection or a ticket being opened.	3%	10 Min, 30 Min, 2 hrs
Urgent Incidents	Identify and engage Customer in the event of successful attacks or suspected events within 30 minutes of determination by analyst. Dependent on availability of Customer-provided emergency contacts.	5%	30 Min, 1Hr, 4 hrs

4. CenturyLink Supplied Customer Premises Equipment Failure. Customer's sole remedy for failure of the CenturyLink-Supplied CPE at a Customer premises (equipment other than Hosted Components that is provided by CenturyLink for use by Customer solely in connection with the Service) 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 upon 10 business days prior written notice to CenturyLink. 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. If the failure occurs and is reported during business hours (9:00 AM to 5:30 PM Eastern Time Monday through Thursday, 9:00 AM to 4:30 PM Eastern Time Friday) CenturyLink will replace the failed system by the end of the next business day for domestic locations. If the failure occurs after-hours, the replacement CPE will be shipped within two business days. From time to time, CenturyLink may require that the site contact provide assistance 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.

5. Customer Supplied CPE. In the event that CenturyLink's customer supplies CPE as an actively managed component of the Service, CenturyLink will attempt to diagnose and restore as outlined in the SLA above. However, should the customer-supplied CPE need replacement, CenturyLink will notify customer of its inability to repair and the need for the customer to coordinate replacement per their pre-existing CPE maintenance agreement (if any). In this scenario, SLA's for replacement and subsequent restoral of service will not apply. If customer supplied CPE requires pre-staging and on-site installation to restore service, this will be billed on a time and materials basis at current rates.

6. Maintenance Windows. CenturyLink will make every effort to perform maintenance during customer-defined maintenance windows. In the absence of customer-defined maintenance windows, Service maintenance will be performed as set forth in the CenturyLink IQ™ Networking SLA. In addition, CenturyLink requires that Customer provide to CenturyLink a three-hour maintenance window each month for CenturyLink to perform system upgrades including, but not limited to, loading new monitoring utilities and exchanging hardware. Any objective or goal that is missed because of such system upgrades will not be eligible for SLA credits. System upgrades may occur outside of the three-hour maintenance window upon permission from Customer's designated site contacts. Should maintenance windows default to those identified in the CenturyLink IQ Networking SLA, CenturyLink may change the maintenance window times upon posting to the website or other notice to Customer.

7. Service Credit Exceptions; Maximum Credits. Service credits will not be available in cases where the goal is not met as a result of: (a) the negligence, acts, or omissions of Customer, its employees, contractors, agents, or its end users, including, without limitation, Customer sharing of administrative access with CenturyLink or failure to comply with the terms of the Service Exhibit; further, time elapsed due to non-responsiveness from Customer will be deducted from trouble ticket timelines when used in the calculation of SLAs, (b) the failure or malfunction of equipment, applications, or systems not owned or controlled by CenturyLink; (c) circumstances or causes beyond the control of CenturyLink, including instances of Force Majeure; (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) Customer's failure to provide CenturyLink with remote and/or on-site access to covered devices. In the event that Customer is entitled to multiple credits under this SLA arising from the same event, such credits will not be cumulative and Customer will be entitled to receive only the highest maximum single credit available for such event (e.g. Customer will

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not be entitled to "double credits." Credits may not exceed 100% of the monthly fees for the Affected Service. A credit will be applied only to the month in which the event giving rise to the credit occurred. Customer's remedies for any and all claims relating to the Service will be limited to those set forth in this SLA.

8. Language Support. CenturyLink answers user calls and support calls in English. Multiple language support is not offered at this time.