

Lumen Engage™ Service Level Agreement

This Service Level Agreement (“SLA”) applies to Lumen Engage™ Service ordered by Customer and subject to the Agreement. Lumen Engage Service may also appear as CenturyLink Engage Service.

SLA Remedy. If a Service does not meet a target contained in this SLA then Customer, as its sole and exclusive remedy, may terminate the affected Service without incurring termination charges as long as Customer notifies Lumen in writing of such termination. Customer will be responsible for all charges for Service provided up to the date of termination and all outstanding charges for Customer’s purchased IP Devices will be due in full upon Service termination.

Service Level Elements

Metric	Target	
Service Activation	Customer Commit Date.	
Availability (Voice calls, Call Features, Collaboration, Clients, and Portals) ¹	100%	
Response Time		
	Call in Answer Time	< 2 minutes
	Repair	Varies by Ticket Severity Level

Service Restoration Response Times

Repair	Target			
	Ticket Severity	Response	Service Restoration	Coverage
	Critical	<15 minutes	<4 hours	24x7x365
	Major	<2 Business hours	<6 Business hours	24x5 ²
	Minor	<2 Business hours	Next Business Day	24x5 ²
	Informational	<1 Business day	Best Effort	24x5 ²

Response Target refers to time of engagement with response from an agent or the time from creation of a ticket until responded to by a repair technician.

Service Restoration Target is the time from the creation of ticket until the service has been restored.

Ticket Severity is defined as:

Critical	A problem that makes the continued use of the voice services severely restricted or unavailable system wide or for an account. <ul style="list-style-type: none"> Outages where 50% of an account's endpoints cannot receive or place calls or use mobile client An outage of the main business number for an account
Major	A problem that severely affects or restricts major functionality. The problem is of a time sensitive nature and important to long term productivity but is not causing an immediate work stoppage for many users. Operations can continue in a restricted fashion. <ul style="list-style-type: none"> Outages where 20-50% of an account's endpoints cannot receive or place calls Issues that prevent 10% or more of registered apps from logging in or accessing the service A partial outage of the end user administrative portals
Minor	An error that has no significant effect on an account's operations.
Informational	Answers and information. Low impact to the business or requests for information when not using Click to Chat. <ul style="list-style-type: none"> Answering basic questions on features Assistance with configuration of service administrative and service functions

¹ Voice calling (including associated call features) is considered an over-the-top service and requires independent Internet Connectivity. The Availability Target applies to the voice network. The Service Level Agreement remedy is not available if the affected Service does not meet the Availability Target due to a failure of Internet Connectivity or associated IP Devices. The Availability Target applies to the user Portals except under certain password conditions (expired, multiple attempts made with incorrect passwords, requiring password resets).

²Business Hours Monday-Friday applies to calls placed to Lumen that are not deemed a critical repair instance.