

**CENTURYLINK OPTICAL WAVELENGTH SERVICE ("Optical Wavelength Service")
SERVICE LEVEL AGREEMENT ("SLA")**

Any CenturyLink intrastate tariff, price list, price schedule, administrative guideline, catalog, and other rate and term schedules, whether individually or together, will be referred to as "Tariff" in this SLA. Qwest Corporation d/b/a CenturyLink QC ("CenturyLink") offers this SLA in accordance with the applicable Tariff, and Technical Publication 77412 ("Tech Pub"). All customer-provided backup power, racks, and cabinets must meet the requirements described in CenturyLink Technical Publication Nos. 77368 and 77419. Any service disruption deemed by CenturyLink in its sole discretion to have resulted from issues related to Customer-provided backup power, racks, or cabinets relieves CenturyLink of all its obligations under this SLA. In the event of a conflict between the terms of this SLA and the Tariff or Tech Pub, the terms of the Tariff and Tech Pub will control. If Optical Wavelength Service becomes de-Tariffed, this SLA will be offered in accordance with this SLA and the Tech Pub, rather than the applicable Tariff. Interstate Optical Wavelength Service is offered in accordance with this SLA and the Tech Pub. Capitalized terms not defined in this SLA are defined in customer's agreement for Optical Wavelength Service.

SLA Parameter	Description of Guarantee	Credits to Customers	
1. Availability	<p>"Availability" means the amount of time CenturyLink network is available to support customer traffic. The CenturyLink network is considered unavailable whenever Optical Wavelength Service is unable to support customer traffic.</p> <p>Availability is calculated on a monthly billing cycle basis. Optical Wavelength Service will be available as follows for both unprotected and unprotected dual Optical Wavelength Service options:</p> <ul style="list-style-type: none"> • Unprotected Service, Availability >= 99.90% • Unprotected Dual Service, Availability >= 99.95% <p>If availability is not met, the customer will receive service credits as stated. Credits will equal the monthly rate for the affected customer Optical Wavelength Service multiplied by the specified percentage.</p>	Unprotect Option	Unprotected Dual Option
		If availability is greater than or equal to 99.90%, credit = 0%	If availability is greater than or equal to 99.95%, credit = 0%
		If availability is less than 99.90%, credit = 50%	If availability is less than 99.95% credit = 50%
2. Customer Notification	<p>"Customer Notification" means the amount of time (measured in minutes) it takes CenturyLink to notify a customer of Optical Wavelength Service outage or Optical Wavelength Service degradation.</p> <ul style="list-style-type: none"> ▪ CenturyLink will notify customer within 20 minutes of a network problem. This notification will be based on the alarms received by CenturyLink network operations center. 	If CenturyLink fails to notify the customer within the guaranteed period that results in a customer downtime, the customer will receive one day's credit for the Optical Wavelength Service.	
3. Mean Time to Repair ("MTTR")	<p>"MTTR" means the time it takes CenturyLink to restore Optical Wavelength Service (measured in hours). It starts when either CenturyLink detects the problem, or customer notifies CenturyLink of the problem.</p> <p>It is CenturyLink's objective to restore an outage quickly. The MTTR objectives for service are stated below. MTTR is included in the service availability calculation.</p> <ul style="list-style-type: none"> ▪ Objective Electronic Outage, MTTR = 4 hours ▪ Objective Fiber Outage, MTTR = 8 hours 	Because this is an objective and MTTR is included in the service availability calculation, there will not be a separate service credit for failure to meet MTTR objectives.	
4. Provisioning/ installation	<p>"Provisioning/installation" means the number of calendar days, unless otherwise specified, in which CenturyLink agrees to install new Optical Wavelength Service. Such period usually starts the day customer signs a service contract or upon CenturyLink's receipt and acceptance of a service order from customer.</p> <ul style="list-style-type: none"> ▪ 100% on-time installation of Optical Wavelength Service. 	If a committed due date is missed, CenturyLink will credit customer 50% of the <i>nonrecurring cost</i> on all affected Optical Wavelength Services.	
<p>5. Exclusions and Restrictions. An outage will not be deemed to have occurred in the event that the Optical Wavelength Service is unavailable or impaired due to any of the following:</p> <ul style="list-style-type: none"> (a) Interruptions on a Circuit that is not an "Accepted Circuit" where an Accepted Circuit is one that has been accepted or deemed accepted following provisioning of an installation order or change order; (b) Interruptions caused by the negligence, error or omission of customer or others authorized by customer to use or modify customer's Optical Wavelength Service; (c) Interruptions due to failure of power at customer premises or failure or poor performance of customer premise equipment; (d) Interruptions during any period in which CenturyLink or its agents are not afforded access to the premises where the access lines associated with customer's Optical Wavelength Service are terminated, provided such access is reasonably necessary to prevent a degradation or to restore Optical Wavelength Service; (e) Interruptions during any period when CenturyLink has posted on the CenturyLink Web site or communicated to customer in any other manner that customer's Optical Wavelength Service will be unavailable for maintenance or rearrangement purposes, or customer has released the Optical Wavelength Service to CenturyLink for the installation of a customer service order; (f) Interruptions during any period when customer elects not to release the Circuit for testing and/or repair and continues to use it on an impaired basis; (g) Interruptions resulting from force majeure events beyond the reasonable control of CenturyLink including, but not limited to, acts of God, government regulation, labor strikes, national emergency or war (declared or undeclared); (h) Interruptions resulting from customer's use of Optical Wavelength Service in an unauthorized or unlawful manner; (i) Interruptions resulting from a CenturyLink disconnect for customer's breach of a term set forth in the agreement pursuant to which CenturyLink is providing the Optical Wavelength Service to customer; (j) Interruptions resulting from incorrect, incomplete or inaccurate orders from customer; (k) Interruptions due to improper or inaccurate network specifications provided by customer; (l) Special configurations of the standard Optical Wavelength Service that have been mutually agreed to by CenturyLink and customer; provided, however, CenturyLink may provide a separate service level agreement to customer for those special configurations. 			