

**QWEST COMMUNICATIONS COMPANY, LLC, d/b/a CENTURYLINK QCC (“CENTURYLINK”)
MANAGED VOIP (formerly OneFlex® Hosted VoIP)
RETAIL SERVICE LEVEL AGREEMENT
(not applicable to services offered under CenturyLink Wholesale and Enhanced Services Agreements)**

This SLA applies to Managed VoIP Service (formerly OneFlex® Hosted VoIP) and Managed VoIP Bundles (“Managed VoIP”) ordered by CenturyLink’s customer (“Customer”) pursuant to a signed agreement (“Agreement”) with Qwest Communications Company, LLC, d/b/a CenturyLink QCC (“CenturyLink”). Capitalized terms not defined in this SLA are defined in the Agreement. This SLA will not apply to Approved Connectivity. The CenturyLink IQ™ Networking SLA applies to such Approved Connectivity, and is available for review at qwest.centurylink.com/legal. The SLA is effective as of the first day of the second month after initial installation of Service.

VOICE AVAILABILITY:

Voice Availability is based on “Voice Platform Downtime,” which exists when a particular Managed VoIP seat is unable to transmit inbound and/or outbound voice calls. Such failure is recorded in the CenturyLink IP Network 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 network condition causing major service disruption to the customer base relative to a network segment 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 100% availability goal, Customer qualifies for a percentage credit as shown in the table below, prorated from the seat MRC of the Affected Service, up to the maximums indicated in the Remedies section.

Goal	Voice Platform Downtime	Amount of Monthly Bill Credit
100%	10 to 30 minutes	1 day’s credit
	31 to 60 minutes	2 days’ credit
	61 to 120 minutes	4 days’ credit
	121 to 240 minutes	6 days’ credit
	Over 241 minutes	10 days’ credit

Remedies. In order to obtain credits under this SLA, Customer must contact either their CenturyLink account representative or CenturyLink Billing Inquiries at 1-800-860-1020 to request the credit and open a trouble ticket. Such requests must be made within thirty (30) calendar days from the date when the relevant SLA was not met. A credit will be applied only to the month in which the event giving rise to the credit occurred. “Affected Service” refers to the particular Managed VoIP seat that fails to meet the Voice Availability goal. In no event will the total credit, in the aggregate for all credits issued in one month exceed the equivalent of 100% of the relevant MRCs for the Affected Service. The maximum credits given for a specific outage will not exceed ten (10) days’ credit.

Service Credit Exceptions. Service credits will not be issued where the SLA is not met as a result of: (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 CenturyLink; (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 CenturyLink with accurate, current contact information; or (f) Customer’s failure to use Approved Connectivity or Approved CPE, and Customer’s failure to provide CenturyLink with remote and/or on-site access to approved CPE upon request, including router logon IDs and passwords.

Maintenance Window Definition. Maintenance will be classified as one of the following two types:

Normal Maintenance. “Normal Maintenance” refers to upgrades of hardware or software or upgrades to increase capacity. Normal Maintenance may temporarily degrade the quality of the Service, including possible outages. Such effects related to Normal Maintenance will not give rise to service credits under this SLA. Normal Maintenance will be undertaken only as follows: (a) Sunday, Tuesday, Thursday, Friday and Saturday mornings between the hours of 11:00 PM to 6:00 AM Local Time. For purposes of this SLA, “Local Time” means the local time in the time zone in which an Affected Service is located.

Urgent Maintenance. “Urgent Maintenance” refers to 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 Service, including possible outages. Such effects related to Urgent Maintenance will entitle Customer to service credits as set forth in this SLA. CenturyLink 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.

Customer Termination Rights. Customer may terminate the Affected Services without incurring a Cancellation Charge in the event Customer becomes entitled to terminate the Approved Connectivity over which Service is provided due to CenturyLink’s failure to meet the CenturyLink IQ™ Networking SLA. Such termination must be conducted by written notice to the CenturyLink Dublin Service Center, with a courtesy copy to the attention of CenturyLink’s General Counsel, and within five business days following the end of the relevant calendar month. Such termination will be effective 45 days after receipt of written notice by CenturyLink.

The provisions of this SLA state Customer’s sole and exclusive remedies for Service interruptions or Service deficiencies of any kind whatsoever.