

CenturyLink Technology Solutions Service Guide

Performance Monitoring: End User Experience Monitoring 1.0

CenturyLink Managed and Customer Managed

This Service Guide (“SG”) sets forth a description of the Performance Monitoring: End User Experience Monitoring (“EUEM”) Service (“Service”) offered by CenturyLink, including technical details and additional requirements or terms, if any. This SG is subject to and incorporated into the Agreement and Service Schedule between the parties. The specific details of the Service ordered by Customer will be set forth on the relevant Service Order. For avoidance of doubt, any references in the Agreement, Schedules, or Service Orders to SSG, shall mean SG

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Service Description

1. **Standard Service Description:** Performance Monitoring: End User Experience Monitoring 1.0 is a Managed Hosting service (“Service” or “EUEM”) designed to help the Customer understand web performance and to isolate and diagnose problems. Customer chooses whether the Service is Customer managed or CenturyLink managed. The standard Service for both options consists of the licensing, installation, configuration, administration, monitoring maintenance and support for the software components listed in 1.1. There is no Service Level Agreement (SLA) associated with this Service Guide.
 - 1.1. **Software Components:** EUEM is built on Compuware (“Provider”) APM Synthetic Monitoring platform (“Provider Software”). Customer can choose one or both Provider products listed in section 1.1.1.
 - 1.1.1. **Supported Products**
 - 1.1.1.1. **Backbone:** provides on-demand active monitoring
 - 1.1.1.2. **Last Mile:** measures actual desktop connections (dial-up, low and high broadband) to validate the speed and reliability of Customer’s web site from their user’s perspective
 - 1.2. **Licensing:** Licensing of the Provider software is included with the Service, in compliance with Provider licensing standards. All users of the service are subject to the terms and conditions of the referenced license agreement. Provider’s standard license agreement can be found at:
http://image.gomeznetworks.com/images/GPN_PDFs/Gomez_USA_Standard_Terms_and_Conditions.pdf
 - 1.3. **Installation:** CenturyLink will provide installation tasks marked with an “X” in the CenturyLink column for CenturyLink Managed option Table 1.0 Roles and Responsibilities or Customer Managed option Table 2.0 Roles and Responsibilities.
 - 1.4. **Configuration:** CenturyLink will provide configuration tasks marked with an “X” in the CenturyLink column for CenturyLink Managed option Table 1.0 Roles and Responsibilities or Customer Managed option Table 2.0 Roles and Responsibilities.
 - 1.5. **Administration:** CenturyLink will provide administration tasks marked with an “X” in the CenturyLink column for CenturyLink Managed option Table 1.0 Roles and Responsibilities or Customer Managed option Table 2.0 Roles and Responsibilities.
 - 1.6. **Monitoring:** CenturyLink will provide monitoring tasks marked with an “X” in the CenturyLink column for CenturyLink Managed option Table 1.0 Roles and Responsibilities or Customer Managed option Table 2.0 Roles and Responsibilities. Alarm and notification policies are unique to the Service option chosen by Customer.
 - 1.6.1. **CenturyLink Managed:** Alerts are responded to by the CenturyLink service center. CenturyLink will track open issues until such time as they are addressed and resolved. CenturyLink will only accept and monitor alerts from tests run against a CenturyLink-managed host. If the Service is provided in a CenturyLink colocation environment, CenturyLink will alert Customer so corrective action can be taken by Customer’s technical team.
 - 1.6.2. **Customer Managed:** Alarms are routed to the Customer only. Customer is promptly alerted for alarms caused by performance delay of a set threshold and CenturyLink takes no action.
 - 1.7. **Maintenance and Support:** CenturyLink will provide maintenance and support tasks marked with an “X” in the CenturyLink column for CenturyLink Managed option Table 1.0 Roles and Responsibilities or Customer Managed option Table 2.0 Roles and Responsibilities.
 - 1.7.1. **CenturyLink and Customer Managed**

- 1.7.2. **Web Portal:** Customer can access their statistics, alerts and reports via the web portal. Data includes: system health statistics, dashboard views, performance “over time” statistics and ticket summary.
 - 1.7.3. **CenturyLink Support Center:** The CenturyLink support center is available 24x7. CenturyLink will escalate issues to the Provider when necessary. At the point of go-live the Service is passed from project management to CenturyLink Service Center for full 24x7 monitoring and management. The point of go-live is when Customer notifies CenturyLink project manager that the environment is ready to go-live.
 - 1.7.4. **Provider Support:** Provider’s operating hours are Monday thru Friday 9:00 am-5:00 pm (CST). The Provider commits to a two (2) hour response time. In the event support is not available an issue could remain open until such time as such Provider support is available. CenturyLink will track any open issues until such time as they are addressed and resolved. CenturyLink does receive priority queuing from the Provider for inquiries reported through CenturyLink.
 - 1.7.5. **Change Management:** All changes to the applications, systems, network and facilities under CenturyLink management are subject to CenturyLink’s change management process. This is the process that tracks work to be reviewed for completeness (risk assessment, completed test procedure, metrics for measuring progress, back out procedure, etc.) and accuracy prior to scheduling and implementation.
 - 1.7.6. **Maintenance Windows:** All times listed under Schedule Maintenance Windows are local times and subject to change. CenturyLink will use commercially reasonable efforts to perform routine maintenance only during the Saturday or Sunday defined maintenance windows. See Definitions for additional information.
- 2. **Customer Responsibilities:** Customer is responsible for all tasks with an “X” in the Customer column for CenturyLink managed Table 1.0 Roles and Responsibilities or Customer managed Table 2.0 Roles and Responsibilities. Customer acknowledges and agrees that its failure to perform its obligations set forth in Table 1.0 may result in CenturyLink’s inability to perform the Services and CenturyLink shall not be liable for any failure to perform in the event of Customer’s failure.
 - 2.1. **Provide Contact:** Designate and maintain a Customer Contact during the Service Term (including current contact information). “Customer Contact” means a technical point of contact available 24x7 with sufficient knowledge, authority and access to address configuration issues, event notifications, system or infrastructure modifications and authentication of applicable CenturyLink systems
- 3. **Additional Service Terms:**
 - 3.1. **Plan Upgrades:** Customer may upgrade the EUEM to a higher monthly measurement tier at any time during the Service Term for an additional cost. Contact a sales representative for a new service order.
 - 3.2. **Plan Downgrades:** Downgrades to a lower monthly measurement tier are not permitted during the Term of the Service, but can be administered at the time of the renewal of a Service Term. A new order can be completed at the time of renewal. Customer will receive notification at the time of renewal and can create a new service order. Contact a sales representative for additional assistance.
 - 3.3. **Scripting Changes:** Changes to complex scripting (possibly requiring a new benchmark session) will begin at the start of the next business day and could take up to two (2) weeks to implement. Customer must notify CenturyLink 48 hours before making a change to the site that would impact the Service/script. Customer requests to CenturyLink for test, alert or report changes are limited to five (5) per month and should be made via Customer portal. Requests for script and alert creation will be administered Monday thru Friday from 8:00am to 5:00pm (CST).

Tables and Appendices

Table 1.0 Roles and Responsibilities - CenturyLink Managed

Role	Task	CenturyLink	Customer
Licensing	Procure and maintain licensing with Provider	X	
Installation	Determine and document Customer requirements for measurements, node locations, URLs	X	
	Establish Customer account with Provider, submit order, oversee installation and provisioning	X	
	Create scripts for transaction testing	X	
Configuration	Set alerting thresholds	X	
	Test account prior to live activation	X	
Administration	Administer policy tuning adjustments to measurements, nodes, URLs, and alerting notification recipient list	X	
	Notify CenturyLink 48 hours before making changes to site that impact Service/scripting.		X
Monitoring	Access Portal for reporting and issue tracking	X	
	Monitor activity	X	
	Receive alerts when pre-set thresholds are exceeded	X	
	Analyze performance statistics, trending		X
	Diagnose and correct CenturyLink infrastructure issues	X	
	Receive Alerts on functional issues with Service or portal	X	
	Receive Alerts for Customer-Managed web site		X
Maintenance and	24x7 Help Desk, primary contact center for Customer	X	

Role	Task	CenturyLink	Customer
Support	Incident management, Trouble tickets	X	
	Escalation (with priority queuing) to Provider	X	

Table 2.0 Roles and Responsibilities - Customer Managed

Role	Task	CenturyLink	Customer
Licensing	Procure and maintain licensing with Provider	X	
Installation	Determine and document Customer requirements for measurements, node locations, URLs	X	
	Create scripts for transaction testing		X
	Establish Customer account with Provider, submit order, oversee installation and provisioning	X	
Configuration	Set alerting thresholds		X
	Test account prior to live activation	X	
Administration	Administer policy tuning adjustments to measurements, nodes, URLs, and alert notification recipient list		X
	Notify CenturyLink 48 hours before making changes to site that impact Service/scripting.		X
Monitoring	Access Portal for reporting and issue tracking		X
	Monitor activity		X
	Receive alerts when pre-set thresholds are		X

Role	Task	CenturyLink	Customer
	exceeded		
	Analyze Performance Statistics		X
	Alert CenturyLink of functional issues with Service or portal		X
	Diagnose and correct CenturyLink infrastructure issues	X	
Maintenance and Support	24x7 Help Desk, primary contact center for Customer	X	
	Incident management, Trouble tickets	X	
	Escalation (with priority queuing) to Provider	X	

Definitions

CenturyLink Service Center: The location where CenturyLink staff administers, supervises, monitors and maintains the CenturyLink services.

Compuware APM Synthetic Monitoring platform. The Compuware APM Synthetic Monitoring platform proactively tests availability and performance across the enterprise by simulating real-user activity for any application 24/7. The platform uses reliable thresholds to discover and resolve problems before they negatively impact end users, and allows customers to baseline application performance for key locations around the world.

Maintenance Windows: A period of time designated in advance by CenturyLink, during which preventive maintenance that could cause disruption of service may be performed. Current scheduled maintenance windows are:

- Americas: Saturday 00:00AM to 5:00AM; Sunday 00:00AM to 5:00AM
- EMEA: Saturday 02:00AM to 6:00AM
- APAC (Except Japan): Saturday 21:00 (GMT) AM to Sunday 01(GMT)
- Japan: Sunday 04:00 (JST) to 8:00 (JST)