

CenturyLink Service Guide

Advanced Patching

This Service Guide (“SG”) sets forth a description of the Advanced Patching Services offered by CenturyLink, including technical details and additional requirements or terms. This SG is subject to and incorporated into the Agreement and Hosting 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, Schedule, or Service Orders to SSG, shall mean SG.

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Advanced Patching

1. **Standard Service Description:** Advanced Patching (the “Service”) is a service that consists of the planning and management of the server operating system patch process. Supported operating systems (OSs) are limited to Windows and RHEL versions that remain supported by their respective publishers. The Service elements are defined in Section 2.0. The Service is for Customers that have Custom Patch Requirements (see Definitions) that differ from the Standard Patching (see Definitions) offered by CenturyLink. **The Service is only available to Customers that purchase CenturyLink Managed Server 1.0: Managed Server (i.e. Intelligent Hosting) or Dedicated Cloud Compute under separate terms and charges.** No SLA applies to this Service.

2. Standard Elements

21. **Planning:** CenturyLink will provide planning tasks marked with an “X” in the CenturyLink column in Table 1.0 Roles and Responsibilities.

2.1.1. **Advanced Patching Maintenance Plan:** CenturyLink will meet with the Customer and complete a document that governs the process and contains the information in Section 2.1.1 (including all sub-sections) below (“Maintenance Plan”). CenturyLink will require a minimum of two (2) weeks to fully draft the Maintenance Plan, noting any exceptions, recommendations, or considerations for Customer. The Maintenance Plan will be provided to Customer who must provide sign-off before the plan can be implemented. Once both parties have agreed to the Maintenance Plan, it will be implemented and patching activities will begin on a date agreed upon by both parties.

2.1.1.1. **Patch Cycle:** The Customer can choose monthly or quarterly patching and the policy level. Policies (i.e. cycle, patch prioritization) can be applied at an environment, group or individual server level.

2.1.1.2. **Prioritization:** Customer will identify which of the patch releases are applied (i.e. vendor critical, recommended, etc.).

2.1.1.3. **Testing:** CenturyLink will work with Customer to define the level of testing required prior to deploying the patching. CenturyLink will provide options and Customer can choose the method that best supports the environment/business operation.

2.1.1.4. Change Management

2.1.1.4.1. **Scheduling:** Customers may define a specific date and time – subject to availability from CenturyLink – for which all patching activities may occur.

2.1.1.4.2. **Notification:** In the event that the Service cannot be delivered as agreed upon in the Maintenance Plan, CenturyLink will use commercially reasonable efforts to provide initial notice to a designated Customer representative by telephone, email, text, pager, or comparable notification method when CenturyLink becomes aware of the event. If the Customer becomes aware of such an event prior to notification from CenturyLink, they should promptly notify CenturyLink via the Customer Response Center. CenturyLink will provide status updates about the event until both parties have determined a course of action that does not require notification.

2.1.1.5. **Reporting:** Customers may define specific post-patching reporting elements they wish to have access to after recurring patching activities are performed.

22. **Management:** CenturyLink will provide planning tasks marked with an “X” in the CenturyLink column in Table 1.0 Roles and Responsibilities.

2.2.1. Maintenance Plan Modifications:

2.2.1.1. Once the Maintenance Plan has been implemented, if Customer wishes to modify it, a change request must be submitted to the CenturyLink Release Management Team. The request should include a description of the modification itself as well as a desired date or timeframe in which the change is requested. CenturyLink will review change requests on a case-by-case basis and provide a written assessment of its ability to make the desired changes within seventy-two (72) hours of receiving the request.

- 3. Customer Responsibilities:** Customer is responsible for all tasks marked with an “X” in the Customer column in Table 1.0 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 failure.
- 3.1. 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.

Tables and Appendices

Table 1.0 Roles and Responsibilities

Activity	Task	CenturyLink	Customer
Planning	Determine frequency of recurring patching activities for all servers involved in Service.		X
	Determine which patch types among available vendor patches supplied by CenturyLink are to be applied to all servers involved.		X
	Determine the preferred date and time preference – if any – for patch activities to take place on the frequency determined.		X
	Decide if any custom reporting requirements are needed aside from CenturyLink standard post-patch reporting.		X
	Review all desired customer configurations and create Advanced Patching Maintenance Plan.	X	
	Review and approve Advanced Patching Maintenance Plan.	X	X
	Begin recurring patch activities in accordance with Advanced Patching Maintenance Plan.	X	
Management	Request any modifications to Advanced Patching Maintenance Plan in writing.		X
	Provide assessment of modification requests in writing within 72 hours of receipt.	X	
	Provide ongoing activity reporting as defined and agreed to in requirements definition process	X	
	Provide ongoing incident reporting as defined and agreed to in requirements definition process	X	
	Provide Customer with 24x7x365 access to live support	X	

Exclusions

This Advanced Patching Service is available exclusively for customers of Managed Server 1.0: Managed Server (i.e. Intelligent Hosting) or Dedicated Cloud Compute. Other CenturyLink managed hosting products are not applicable to this Service.

There is no SLA (Service Level Agreement) for this Service.

If a customer requires any additional services not explicitly included herein as either standard or optional services, they should contact their sales representative for assistance and information on similar products or consulting services.

Definitions

Custom Patch Requirements: Customer selection of specific patches versus accepting all recommended patches, custom reporting, variable patch schedule versus defined Maintenance Windows (see Definitions) and support for maintaining multiple patch levels versus having all patches applied (e.g., patches applied differ based on production or non-production environment).

Maintenance Windows: Current scheduled Maintenance Windows are:

- AMERICAS: Saturday 00:00 AM to 05:00 AM; Sunday 00:00 AM to 05:00 AM.
- EMEA: Saturday 02:00 AM to 6:00AM.
- ASIA PACIFIC (Except Japan): Saturday 21:00 (GMT) to Sunday 01:00 (GMT).
- JAPAN: Sunday 04:00 (JST) 08:00 (JST)

Unless otherwise noticed, all times listed under scheduled Maintenance Windows are local times (of the location of the specific datacenter where the services are hosted) and subject to change.

CenturyLink has the right to perform scheduled maintenance (during the windows specified above), which may limit or suspend the availability of the Services. CenturyLink shall provide Customer with at least ten (10) days prior notice of any scheduled maintenance activities. In addition to providing written notice, CenturyLink maintenance notifications are available on the SavvisStation customer portal.

Release Management Team: CenturyLink operational team with primary responsibility for the patching and other maintenance activities performed on Managed Servers.

Standard Patching: To the process for patching provided as part of the Managed Server 1.0: Managed Server (i.e. Intelligent Hosting) Service. OS patches and updates are available upon request to ensure that no patches are applied without customer knowledge and consent, effectively reducing risks to application and data integrity. On a monthly basis, CenturyLink product engineers review all vendor-recommended patches made available by operating system software vendors. The OS vendor identifies a subset of these patches and updates as Critical or Important to installed operating systems, and this subset is tested and certified by CenturyLink. All certified and vendor-recommended patches are implemented with new server builds and made available for patching upon customer request for existing managed servers.