

## CENTURYLINK INFRASTRUCTURE & APPLICATION MANAGEMENT SERVICES SERVICE GUIDE FOR SERVICE DELIVERY MANAGEMENT SERVICES

This Service Guide (“SG”) sets forth a description of the Service Delivery Management services (“Services”) for CenturyLink Infrastructure & Application Management Services, including technical details and additional requirements or terms, if any. This SG is subject to and incorporated into the governing agreement and SOW between the parties. The specific details of the Service ordered by Customer will be set forth on the relevant SOW. CenturyLink and Customer responsibilities and service description terms are set forth in this SG.

### SERVICE DESCRIPTION

CenturyLink will provide a team of resources to monitor the overall service and relationship objectives (the “Service Management Team”). The service management roles are as follows:

- **Service Delivery Manager (SDM)** – the Service Delivery Manager is the primary day-to-day contact for Customer and will act as a main conduit for communications between Customer and CenturyLink. The SDM will be accountable for Service delivery and daily operations for the CenturyLink offshore team. The SDM will also provide continual focus on resource management, problem management, and change management. The SDM will coordinate appropriate CenturyLink resources to respond to Customer’s needs. Responsibilities of the SDM include the following.
  - Regular status meetings (daily, weekly)
  - Periodic leadership review meetings (monthly, quarterly)
  - Support team coordination
  - Creation and execution of project plans
  - SLA reviews and financial reporting
  - Change management coordination
  - Leading joint task forces across CenturyLink’s business units
  - Billing accuracy including service credits and inquiries
  
- **Technical Operations Manager (TOM)** – the Technical Operations Manager is responsible for providing technical oversight to a team of system engineers, network engineers, storage engineers, and database administrators who are tasked with maintaining the stability and supportability of customer’s infrastructure environments.

Together the Service Delivery Manager and Technical Operations Manager constitute the Service Management Team.

### SERVICE OPERATIONS

The below table details additional activities or engagements that the Service Management Team would co-ordinate or facilitate:

Relationship Management	
Proactive calls to Customer with regular touch points	A status update call (or courtesy call) made to Customer at Customer’s reasonable requested frequencies to maintain communication between the parties.
Provide product introduction or enhancements information	Provide Customer with information on new product enhancement(s) that CenturyLink has brought to market.
Contact Management and Administration -with new Customer contacts	Contacts at the Customer site(s) who interface with CenturyLink may change from time to time. The SDM will bring the new contact up to speed and build a relationship. This will include introduction to CenturyLink, Services, Customer committed Services, infrastructure, contact details, meetings with TOM, etc.
Customer queries (e.g. what is the storage capacity available?)	The SDM will receive, respond to and follow-up Customer queries

Customer advocate at CenturyLink	The SDM is familiar with Customer business, services and requirements in general and is responsible for managing Customer satisfaction. Customer satisfaction is measured via formal Customer surveys as part of the Customer loyalty program. The SDM represents Customer internally within CenturyLink. The SDM will work with Customer to maximize its use of Services, including quote timescales, service delivery and incident management.
Contractual queries	Answering contractual queries.
Informing Customer on CenturyLink changes, such as Invoice layout	Promptly update Customer on forthcoming events and changes at CenturyLink, such as technology refresh, product updates, holiday cover, etc.
<b>Incident / Problem Management</b>	
Incident & Problem ticket management	Monitor incident and problem resolutions meet SLA targets. Conduct quality assurance of incident and problem tickets to monitor that information documented in the tickets are meaningful, accurate, and complete.
Incident and problem trending and reporting	Incident and problem volume trending per month, highlighting areas for improvement to reduce incidents. Proactively review open incidents and problems on a bi-weekly basis.
Escalation management (via CenturyLink Service Desk and/or the SDM)	Active escalation management for unresolved Incidents such as extended outages is provided by the CenturyLink Service Desk (Service Desk Shift Managers outside of normal working hours) and/or the SDM/TOM. 24x7x365 support coverage shall be provided by the CenturyLink Service Desk, with support from the SDM during normal business hours.
Conduct Root Cause Analysis, provide RCA Report and follow up, business impact review	Coordinating internal meeting(s) following a Problem to obtain root cause and provide Customer Root Cause Analysis report.
<b>Change Management</b>	
Assist with documentation of the Customer-developed scripts for standard changes	Provide guidance to Customer through the process to introduce scripted changes for repetitive change requests into the CenturyLink Service Desk enabling the engineers to implement after approval by the Change Advisory Board (CAB)
Management of non-standard Change Requests	Clarify Customer requirements, align resources to perform the change, technically check feasibility to implement, obtain commercial authorization from Customer, work with technical teams within CenturyLink to develop implementation and back out plans, confirm any such Change is represented at CAB for approval, coordinate implementation, update Customer. Should CAB reject the change, work with the Customer and CenturyLink technical teams to resolve the rejection.
Management of Emergency Change Requests	Clarify Customer requirements and reason for urgency, work with internal teams to have the request planned and resourced. Emergency Changes will require advance approval by Customer.
Risk management for Change Requests	Identified risks of change are communicated to the Customer with suggestions, providing guidance on how to schedule the work with CenturyLink in an effort to complete implementations within Customer milestones. Full risk assessment documentation is provided.
Proactively advise on CenturyLink maintenance	Provide details of emergency or standard work and potential impact to Customer service in writing and reasonably in advance and answers Customer queries. Such changes are implemented for either resolving operational issues, or CenturyLink Infrastructure refresh or providing additional Infrastructure capacity.

Development and delivery of project plans for changes.	Major changes may benefit from SDM involvement to oversee the project and add value by providing high level update communications to Customer. Implementation plans and project plans will be provided to complete changes within agreed timelines and with minimal disruptions. These plans shall be mutually agreed in writing by the parties and are developed with assistance from project management and various technical engineers and documented by CenturyLink for effective execution of changes. This also facilitates approval at CAB and provides level of assurance to Customer. Such plans are communicated to Customer and queries answered. There shall be no charge to Customer for CenturyLink's preparation of such project plans, subject to any limits provided in this SOW, but any such resulting work would be chargeable under the Change Order process.
Proactive review of change cases	All open change cases are reviewed and followed up on a bi-weekly basis.
Participate in CAB meetings	Attend regular and emergency Customer IT CAB meetings to assist risk assessment, scheduling, and approving Change Requests
<b>Configuration Management</b>	
Coordinate review of Customer's firewall rules	Semi-annual review of Customer firewall rules as a proactive audit.
Review Customer infrastructure at Service Reviews	High-level review (at a sufficient detail for CenturyLink to perform the Services under this SOW) of Customer infrastructure at regular Service Reviews.
Undertake quarterly review of infrastructure monitoring	Quarterly review of infrastructure monitoring thresholds to facilitate efficient response to proactive alerts.
Provide the Customer updated configuration documentation following major changes	Coordinate the production and distribution of an updated Customer configuration document (e.g., PowerPoint or Visio) following major changes. The SDM shall also provide annual updates of the Customer configuration document as part of an overall relationship review with Customer, which review shall be conducted by the SDM annually.
<b>Service Level Management</b>	
Service Reviews	Preparing and delivering monthly Service Reviews (either in person or via conference calls). This includes case volume trending, major Incident review, Service improvement, proactive recommendations, project updates, SLA reporting, monthly fees tracking, CenturyLink roadmap, intro to new or enhanced CenturyLink services and Customer roadmap.
SLA monitoring & reporting (via service reviews)	Track and report on SLA attainment. Follow-up on corrective action plans where SLAs are not met to prevent repetitions. Additional ad hoc reporting may be required by Customer, at no additional cost, to review an aspect of their service.
Executive Reviews including product enhancement and business direction	Executive reviews are targeted to aid each party in understanding each other's business direction to proactively provide information that may be useful in product and service releases and the Customer business needs.
<b>Availability Management</b>	
Optimization of Service Uptime	Proactively identify any weaknesses within the infrastructure design or process execution of the services and make recommendations for resolution.
Availability Report	Track and report service availability with respect to SLA through the year, downtime causes & corrective action plans at monthly service reviews.
<b>Billing/Invoice</b>	
Process Service Credits	Process due Service Credits internally for authorization and confirm Customer receives credit
Resolve Billing enquiries	Resolve any billing queries the Customer may have.



**SERVICE MANAGEMENT TEAM DELIVERABLES**

The below table identifies the Deliverables that the CenturyLink Service Management Team will provide under this SOW.

<b>Deliverable</b>	<b>Description</b>
Weekly Service Report	Ticket Status, Open issues, Red Items
Monthly Operations Report	SLA performance, Baseline vs. Contract, Open Issues
Quarterly Business Review	SLA Review, Baseline Volume Review, Financial Review