ATTACHMENT 1
CENTURYLINK IQ™ NETWORKING SERVICE LEVEL AGREEMENT
INTERNATIONAL SERVICE

This Attachment 1 sets forth the applicable service level Goals and Regions for international Service components subject to the CenturyLink IQ™ Networking SLA.

1. International Service Level Goals.

1.1 Network and Port-Related Goals for International Ports. The following international service level goals ("Goals") apply to CenturyLink IQ Networking international Internet Ports and Private Ports. In addition, any Private Routed Network ("PRN") CenturyLink Managed Extension Service that is supported by CenturyLink IQ Networking International Internet Ports to connect to domestic PRN Ports is subject to the same Goals as stated below for CenturyLink IQ Networking Internet Ports. For purposes of this Attachment 1, connections to Puerto Rico are grouped with the international SLA Goals. The Goals associated with Latency, Packet Delivery, and Jitter are measured using monthly averages from the CenturyLink IP network and applicable International Service Providers' networks and apply in the listed regions after the ports have been accepted for use. Individual circuit outages of NxT1/E1 bundles are not subject to the Network Availability or Reporting Goals.

(a) International Network Availability. The availability of the international Service ("Network Availability") is measured by "Network Downtime", which exists when a particular international CenturyLink IQ Networking Internet Port or Private Port of Customer is unable to transmit and receive data. Network Downtime is measured from the time a trouble ticket is opened by CenturyLink in the CenturyLink trouble management system to the time the Affected Service is again able to transmit and receive data. The Network Availability Goal for international CenturyLink IQ Networking Internet and Private Ports does not include local access.

Region	Goal	Network Downtime = Remedy (Credit is applied to MRC of the Affected Service)*
Canada Mexico Europe - Tier 1 Asia - Tier 1 South America - Tier 1 Puerto Rico	99.95%	Each cumulative hour of Network Downtime qualifies Customer for a credit of one day's charges pro-rated from the MRC.
Europe - Tier 2 Asia - Tier 2 South America - Tier 2 Middle East/Africa	99.90%	Each cumulative hour of Network Downtime qualifies Customer for a credit of one day's charges pro-rated from the MRC.
Europe - Tier 3 Asia Tier 3 South America - Tier 3	99.50%	Each cumulative hour of Network Downtime qualifies Customer for a credit of one day's charges pro-rated from the MRC.

(b) International Latency. The average network transit delay ("Latency") will be measured via roundtrip pings on an ongoing basis every five minutes to determine a consistent average monthly performance level for Latency at all the POPs within the region. Latency is calculated as follows:

$$\frac{\Sigma \text{ (Roundtrip Delay for POP-POP trunks)}}{\text{Total Number of POP-POP trunks}} = \text{Latency}$$

(i) Internet Ports. The following Latency Goals apply to international Internet Ports

Region	Goal	Latency = Remedy (as a % of the MRC for the Affected Service)*		
North America				
Intra-Canada	65 ms	Greater than 65 ms = 10%		
Canada to U.S.	90 ms	Greater than 90 ms = 10%		
Intra-Mexico	90 ms	Greater than 90 ms = 10%		
Mexico to U.S	100 ms	Greater than 100 ms = 10%		
Puerto Rico to U.S.	135 ms	Greater than 135 ms = 10%		
Europe				
Intra Tier 1	50 ms	51 – 65 ms = 10%	66 – 90 ms = 25%	Greater than 90 ms = 50%
Tier 1 to Tier 2 & Intra Tier 2	135 ms	Greater than 135 ms = 10%		
Tier 1 to Tier 3 & Intra Tier 3	320 ms	Greater than 320 ms = 10%		
Middle East/Africa (MEA)				
Intra-Tier 2	160 ms	161 - 180 ms = 10%	181 – 200 ms = 25%	Greater than 200 ms = 50%
Tier 2 to Tier 3	250 ms	Greater than 250 ms = 10%		
Intra-Tier 3	160 ms	Greater than 160 ms = 10%		
South America				
Intra-South America	250 ms	Greater than 250 ms = 10%		
South America to Continental U.S. (East Coast)	300 ms	Greater than 300 ms = 10%		
Asia				
Intra Tier 1	130 ms	131 – 150 ms = 10%	151 – 180 ms = 25%	Greater than 180 ms = 50%
Tier 1 to Tier 2 & Intra Tier 2	170 ms	171 – 220 ms = 5%	Greater than 220 ms = 10%	
Tier 1 to Tier 3 & Intra Tier 3	225 ms	226 – 450 ms = 5%	Greater than 450 ms = 10%	

*Subject to requirements and limitations of Section 4 in the CenturyLink IQ Networking Service Level Agreement.

Inter-Region		
Europe to MEA	250 ms	Greater than 250 ms = 10%
Europe to Asia	350 ms	Greater than 350 ms = 10%
Europe to Continental US (East Coast)	90 ms	Greater than 90 ms = 10%
Asia to Continental US (West Coast)	150 ms	Greater than 150 ms = 10%

(ii) Private Ports. International Private Port Latency Goals and SLA components are shown in Attachment 2, located at qwest.centurylink.com/legal. Failure to meet the international Private Port Latency Goal qualifies Customer for a credit of 10% of MRC of the Affected Service*.

(c) International Packet Delivery. Packet Delivery will be measured on an ongoing basis every five minutes to determine a consistent average monthly performance level for packets actually delivered between the POPs. The Packet Delivery Goal is applicable to international Internet Ports and Private Ports.

Region	Goal	Actual Packet Delivery = Remedy (as a % of the MRC for the Affected Service)*	
Canada	99.50%	99.00 % - 99.49% = 10%	Less than 99.00% = 25%
Europe - Tier 1 and Tier 2 Asia - Tier 1	99.50%	99.00 % - 99.49% = 10%	Less than 99.00% = 25%
South America - Tier 1 Puerto Rico to U.S.	99.50%	99.00 % - 99.49% = 10%	Less than 99.00% = 25%
Asia - Tier 2, Tier 3 Europe, Tier 3 South America - Tier 2 Middle East/Africa	99.00%	98.00 % - 98.99% = 10%	Less than 98.00% = 25%

(d) International Jitter. Jitter is a measurement of the interpacket delay variance and packet loss in the CenturyLink IP network, which is measured by generating synthetic user datagram protocol (UDP) traffic. The Jitter Goal is applicable to Private Ports only.

Region	Goal	Jitter = Remedy (as a % of the MRC for the Affected Service)*
Europe Asia Canada South America	10 ms	Failure to meet the Goal for a period of more than four consecutive hours qualifies Customer for a credit of 10% of MRC of the Affected Service.
Europe-North America Europe-Asia Europe-South America Asia-North America Asia-South America Puerto Rico-North America Middle East/Africa	15 ms	

2. International Maintenance. CenturyLink will undertake Normal Maintenance in international locations during the hours and upon the prior notice time period stated below. "Local Time" means the local time in the time zone in which an Affected Service is located.

Region	Normal Maintenance Hours	Prior Notice
Canada Mexico	Sundays between the hours of 12:00 AM and 5:00 AM Pacific Time.	10 business days
Europe - Tier 1	Tuesday and Sunday between the hours of 12:00 AM and 6:30 AM Local Time.	10 business days
Asia Tier 1	Sunday and Wednesday mornings between the hours of 12:00 AM and 8:00 AM Local Time.	5 business days
Asia - Tier 2 and Tier 3 Europe - Tier 2 and Tier 3 South America - Tier 1, Tier 2, and Tier 3 Middle East/Africa	Sunday mornings between the hours of 12:00 AM and 5:00 AM Local Time.	5 business days

*Subject to requirements and limitations of Section 4 in the CenturyLink IQ Networking Service Level Agreement.

3. International Regions.

3.1 Components.

International Regions	SLA Components:
Canada, Canada to U. S. Mexico, Mexico to U.S. South America Europe Asia Puerto Rico	Relevant CenturyLink or International Service Provider POPs located in any particular Tier 1, Tier 2, or Tier 3 location.
Trans-Atlantic	The International Service Provider networkbetween CenturyLink's New York POP and CenturyLink's London POP.
Trans-Pacific	The International Service Provider network and CenturyLink Sunnyvale, CA POP or CenturyLink network between CenturyLink's Tokyo and Burbank, CA POPs.
Asia-Europe Middle East/Africa	The International Service Provider network.

3.2 Regions.

North America (Customer Service Center Support Information: 877-886-6515 or 800-524-5249)

Tier 1	Tier 2
Canada Canada to U.S.	Mexico Puerto Rico

Asia (Customer Service Center Support Information: 877-886-6515 or 800-524-5249)

Tier 1	Tier 2	Tier 3
Hong Kong Melbourne, Australia Singapore Sydney, Australia Tokyo, Japan	China, PRC Indonesia Philippines South Korea Taiwan	India New Zealand Thailand

Europe (Customer Service Center Support Information: 877-886-6515 or 800-524-5249)

Tier 1		Tier 2	Tier 3
Austria	Luxembourg	Czech Republic	Bulgaria
Belgium	Netherlands	Estonia	Moldova
Denmark	Norway	Greece	Poland
Finland	Portugal	Hungary	Romania
France	Spain	Latvia	Russia
Germany	Sweden	Lithuania	Turkey
Ireland	Switzerland	Slovak Republic	Ukraine
Italy	United Kingdom		

Middle East/Africa ("MEA") (Customer Service Center Support Information: 877-886-6515 or 800-524-5249)

Tier 1	Tier 2	Tier 3	
N/A	Algeria Israel Morocco Tunisia	Bahrain Egypt Jordan Kuwait Lebanon	Oman Pakistan Qatar Saudi Arabia United Arab Emirates

South America (Customer Service Center Support Information: 877-886-6515 or 800-524-5249)

Tier 1	Tier 2	Tier 3
Argentina Brazil Chile	Peru Venezuela	Bolivia Colombia Costa Rica Ecuador Guatemala Panama