

**CENTURYLINK INTERACTION ROUTING PLATFORM
RETAIL SERVICE LEVEL AGREEMENT**

(Not applicable to service offered under the CenturyLink Wholesale and Enhanced Services Agreements)

This Service Level Agreement ("SLA") applies to Interaction Routing Platform ("Service") 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 Customer's use of any other services including, without limitation, hosting services for Customer's ACD application, Interaction Routing outbound campaign servers, dial tone systems, external reporting systems, third party applications, Internet access, voice, and support services. This SLA is effective as of the first day of the second month after initial installation of the Service.

Platform Availability Goal

CenturyLink's goal is to maintain Interaction Routing Platform availability of 99.999%.

Components Included

"Interaction Routing Platform" refers to CenturyLink's Interaction Routing control complex and telephony node servers that receive calls from Customer's callers, process those calls and direct any outbound calls from the servers. For purposes of determining Platform Downtime, the Interaction Routing Platform will not include the circuits used to connect a caller to the Interaction Routing Platform, the circuits used to connect a call between the Interaction Routing Platform and the destination of an outbound call from the Interaction Routing Platform.

Platform Availability Measurement and Remedies

"Platform Downtime" is measured based on the total outage time incurred by Customer. Platform Downtime will exist when the Interaction Routing Platform is unable to process calls through a particular Customer application (inbound, outbound, or web) ("Affected Service") and CenturyLink records such failure in the CenturyLink trouble ticket system. Platform Downtime is measured from the time the trouble ticket is opened by Customer to the time the Affected Service is again able to process calls. Upon Customer's written request to CenturyLink made within five business days of the last day of the month in which the Platform Downtime occurred, Customer will be entitled to a service credit equal to the pro-rated Eligible MRCs for one day of Service for the Affected Service for each cumulative hour of Platform Downtime. "Eligible MRCs" refers to MRCs for Quick Launch Agent, Skills Based Agent, CTI Based Agent, Web Bundle Standalone Agent, Web Bundle Blended Agent, Outbound Only Agent, and Outbound Blended Agent.

Service Credit Exceptions

Service credits will not be available to Customer in cases where the Services are unavailable as a result of: (a) the acts or omissions of Customer, its employees, contractors or agents or its members, end-users, customers or any other third parties who utilize or access the Services or the CenturyLink network via the Services; (b) the failure or malfunction of equipment, applications or systems not owned or controlled by CenturyLink; (c) circumstances or causes beyond the control of CenturyLink, including instances of a Force Majeure Event, (d) planned outages caused by 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) failures related to third party applications used in conjunction with Interaction Routing. Such credits will be granted only if Customer affords CenturyLink full and free access to Customer's premises and equipment to make necessary repairs, maintenance, testing, etc., if required.

Maximum Credits and Termination Option

Under no circumstances will CenturyLink be required to credit Customer in any one calendar month for charges in excess of seven days of service. A credit will be applied only to the month in which the event giving rise to the credit occurred. Notwithstanding the foregoing, in the event that, in any single calendar month, either: (a) Customer would be eligible to receive credits for a particular Affected Service totaling 15 or more days of service (but for the limitation set forth in this section) resulting from three or more events during such calendar month; (b) any single event entitling Customer to credits under the section entitled "Platform Availability Goal" above exists for a period of eight consecutive hours for a particular Affected Service; or (c) any number of events entitling Customer to credits under "Platform Availability Goal" above exists for an aggregate of 24 hours for a particular Affected Service, then, Customer may terminate the Affected Service for cause and without early termination charges by written notice to CenturyLink with a courtesy copy to the attention of the CenturyLink General Counsel within five business days following the end of such calendar month. Such termination will be effective 45 days after receipt of written notice by CenturyLink. The provisions of this service level agreement state Customer's sole and exclusive remedy for service interruptions or service deficiencies of any kind whatsoever for the Service.

Maintenance Window Definition

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

Normal Maintenance

"Normal Maintenance" will refer to upgrades of hardware or software or upgrades to increase capacity. Currently, Normal Maintenance will be undertaken only Sunday, Tuesday and Thursday mornings between the hours of 12 midnight and 6 a.m. Eastern Time. Normal Maintenance will rarely require the entire scheduled maintenance window time. Normal Maintenance likely will not degrade the quality of the Service provided or cause an outage of the Service. Outages related to Normal Maintenance will not be deemed to be Platform Downtime. CenturyLink may change the maintenance window times upon posting to the website or other notice to Customer.

Urgent Maintenance

"Urgent Maintenance" will refer to efforts to correct Interaction Routing Platform conditions which are likely to cause a material Service outage and which require immediate correction. Urgent Maintenance, while being conducted, may degrade the quality of the Services provided, which may include an outage of the Services. An outage related to Urgent Maintenance will be deemed an outage for

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purposes of calculating Platform Downtime and Interaction Routing Platform availability. CenturyLink may undertake Urgent Maintenance at any time CenturyLink deems necessary. CenturyLink will provide notice of Urgent Maintenance to Customer as soon as is commercially practicable under the circumstances.