Level 3 Supplier BCP Standard

Owner: Level 3 Communications

Author: Corporate BCP

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Purpose:

The purpose of this Level 3 Supplier BCP Standard ("BCP Standard") is to communicate the minimum business continuity program ("BCP") requirements to ensure essential suppliers are able to continue to support Level 3 Communications, LLC ("Level 3") when Level 3 and/or Supplier experiences a disruption.

Scope:

The BCP Standard applies to any supplier that provides essential products or services that support Level 3's critical infrastructure (i.e., network, data center, platforms/environments, customer data, etc.), each a "Supplier."

Exceptions:

Level 3's Corporate BCP team must review and approve in advance any variations to these BCP requirements:

DL-CorpBCP@level3.com

Overall Program BCP Standard

Supplier shall comply with this BCP Standard during the period of time Supplier is committed to provide products and services to Level 3. Supplier shall notify the Level 3 relationship owner immediately if for any reason it is not able to comply with this BCP Standard.

The BCP Standard also applies to services provided by Supplier's third party vendors, and subcontractors where such services may impact the products or services provided to Level 3. Supplier will implement and maintain a BCP Program to comply with the BCP Standard and will review said program on a periodic basis to ensure its effectiveness.

Upon request, Supplier must provide Level 3 with a copy of its Business Continuity Planning ("BCP") Program Plan or Overview and/or meet with a Level 3 BCP representative at a convenient time to review Supplier's BCP Program framework and results.

Level 3 may modify this BCP Standard at any time, without notice.

Event Notification (EN)

EN.1 Supplier must immediately notify Level 3 when any impact or impending situation could cause a disruption in the delivery of its products or services to Level 3. Notifications should be sent to the Level 3 relationship owner.

EN.2 Supplier will take the appropriate steps to immediately address any such incident, and will provide Level 3 with a report stating the reason for outage/disruption and provide what is being done to prevent a reoccurrence.

EN.3 Supplier may not make or permit any statements concerning any such incident that expressly mention Level 3 to any third-party without the express written authorization of Level 3's Legal Department.

Business Continuity Planning (BC)

BC.1 Supplier must implement and staff a fully-funded BCP that is actively managed by senior management.

BC.2 Supplier must conduct a business impact analysis and risk assessment to sequence its recovery and mitigate the impacts of potential threats and hazards.

BC.3 Supplier must implement strategies to protect and fortify environments, facilities, networks, systems/applications and its people.

BC.4 Supplier must backup their data and systems/applications to an alternate location that is geographically dispersed from the primary location and routinely test the backups to confirm viability.

BC.5 Supplier's planning framework must include defined roles and responsibilities, activation triggers, a communication plan, recovery solutions and a sequence for recovering all its functions, facilities, networks, environments and systems/applications that are utilized to provide products and services to Level 3.

BC.6 Supplier must review and update their business continuity, disaster recovery and incident management plans whenever there are operational changes, but not less than once each calendar year.

BC.7 Supplier must test/exercise its critical plans at least once each calendar year and share those results with Level 3 during audit assessments.

BC.8 Supplier must maintain and exercise its event management structure to ensure timely recovery from events and provide prompt notifications to Level 3 when the products and service provided could be interrupted.

BC.9 Supplier must manage the resiliency of its essential vendors to ensure they can continue to support Supplier when Supplier and/or their essential vendors experience operational disruptions.