CenturyLink Customer Handbook
Enterprise Channel
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WELCOME

Thank you for selecting CenturyLink as your networking and telecommunications partner. As a leading global communications services provider at local, national and international levels for enterprise, carrier and government customers, CenturyLink is dedicated to making your experience with us positive in every aspect. From design and sales, to service activation, and network operations, CenturyLink strives to deliver unparalleled service.

Part of our commitment to you is to anticipate your needs and to efficiently provide clear and direct answers to your questions. To help meet that commitment, we developed this Customer Handbook to guide you through our support structure, no matter what solution set we provide you with.

Currently, CenturyLink connects more people in more countries than ever before, with managed state-of-the-art data, video, voice, and data center solutions over a seamless global IP network. We are focused on continually optimizing our processes, network and systems. Please continue relying on the people and processes you rely on today.

This Customer Handbook offers a quick-reference guide to:

- Overview of services.
- Account support teams.
- Standard Delivery process.
- Operational support process.
- Main contacts.
- Communicating reported events.
- Escalations LATAM.
- Billing support.
- Regional contact information.

Your feedback is welcome. If you have questions or suggestions related to this handbook, please send them via email to latam-comunica@centurylink.com.

Thank you for your continued trust in CenturyLink and we hope our business continues growing together.

Héctor Alonso
Regional President Latin America
CenturyLink, Latin America

Jeff Storey
President and Chief Executive Officer CenturyLink
OVERVIEW OF SERVICES

Data Transport and Communications Services

CenturyLink’s comprehensive data communication and transport portfolio includes international, intercity, metro and Internet access services. Our extensive Latin American, European, Asian and North American footprints offer the quality, reach and diversity required to support your business continuity and growth. Our services are offered with a commitment to collaboration and flexibility in order to meet your needs. We understand your challenges and elaborate solutions that can be dynamically modified as your business requirements evolve. We support the fastest-growing networks through scale and continuous investments.

Enterprise Applications

Our corporate services leverage the assets of international, intercity and metro networks to facilitate the deployment of next-generation services for medium to large enterprises. We're able to support your growth in metro areas, across the country, and around the globe with IP VPN, Ethernet, TDM and VoIP services, as well as with managed and security solutions. CenturyLink helps you plan intelligent and easy to manage networks that enable you to respond to increases in data and traffic. Additionally, all our services are supported by CenturyLink's reliability, experience and flexibility.

Wholesale Services

We offer global networks that combine flexibility and industry-leading performance - in addition to experienced and dedicated teams - to help service providers leverage their networks’ full potential. CenturyLink enables local and international providers to expand their networks across oceans and geographic borders to provide their customers with cost-effective and high-quality services. Our personalized approach and solutions can support you, whether you are expanding your service reach, product portfolio or savings opportunities.

Content Delivery Network (CDN)

With our content delivery services, you can better manage the evolving challenges that digital media's continuous growth and popularity brought to web-based businesses. There has been a dramatic increase in the amount of content and size of files - along with end users' expectations for a richer web experience. Our content delivery network (CDN) solutions can help you respond to a fast and unpredictable growth of traffic (audio, video, websites, files, texts and photos).

Quality Video Broadcasting (VYVX)

CenturyLink’s Vyvx solutions offer a customizable set of Contribution and Distribution video services, such as news, sports, entertainment or special events, both for occasional and permanent events, regional and global, public or private, provided by our high-quality fiber optic network and global reach, independent of format and bandwidth.

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Voice Services

With a broad service portfolio of voice origination and termination, CenturyLink can address companies’ different communications needs. We support local, domestic and international telephony based on SIP protocol, also integrating managed TDM platforms in the region, over CenturyLink’s own NGN service network. With these resources, we can meet your demands for private and public voice connectivity, including basic telephony services with local and toll-free (0800) numbers as an access solution, integrating advanced NGN network functions.

Managed Collaboration Services

Our portfolio of Collaboration services allows you to easily expand your virtual business needs, through solutions aimed at optimizing your company’s productivity, reducing costs and effectively improving your business processes. Our collaboration services based on premium quality video focus on ubiquity to integrate the three dimensions of collaborative work (audio, web and video), and are offered under a service modality which ensures high definition video quality and an SLA, when the services are developed over CenturyLink’s IP infrastructure. Additionally, benefiting from the availability and capacity of our global reach network, we offer corporate solutions for managed videoconference, which is interoperable within multiple platforms, both in rooms and in desktops and mobile devices.

Managed Voice Services

Regarding value added services for unified corporate communications, CenturyLink meets Enterprise Customers’s needs through voice and collaboration managed services (UC&C). These solutions are provided as preferred by the customer, either based on MS Skype for Business technologies hosted in CenturyLink facilities or customized through hosted or IP-PBX on-premise technologies, all supported by partnerships with the main manufacturers of these technologies. All managed solutions, accompanied by remote monitoring services and online reports, are supported by convergent and managed SLAs when preferred over our own IP-MPLS networks.

Data Center Services

CenturyLink is a communications and IT provider which operates more than 350 data centers distributed throughout the United States, Europe and Latin America. The customized IT infrastructure solutions offered by CenturyLink enable the development of processes for companies, carriers and governments. Our Data Centers offer various options regarding potential, space and network connectivity, making them an excellent alternative for hosting from telecommunications equipment to high density IT servers.

CenturyLink’s data center infrastructure is based on the redundant engineering model, both for power and refrigerating and environment control subsystems. The physical security system has been implemented in layers, which allows compliance with security norms which rule the transmission, management and housing environments for companies’ critical data.

With the objective of offering integral solutions, in addition to its IT infrastructure services, CenturyLink provides Managed Services, through which it operates and manages our customers’ platforms and applications, based on the market’s best practices.

The main benefit offered by CenturyLink’s portfolio of managed services is the ability to count on next-generation, high-quality services without the need to incorporate technologies and specialized people or develop specific structures and practices. By delegating the management of their IT platforms to CenturyLink, companies can allocate 100% of their resources, both financial and human, to their core business activities.
ACCOUNT SUPPORT TEAM

Account Manager (AM)

The AM is responsible for offering the best solutions for your company’s needs and will be your general point of contact with CenturyLink’s sales. Your AM is responsible for understanding your needs, collecting and confirming your specifications and requirements (necessary elements to submit an order). They will also work with you on quotes and orders for new and additional CenturyLink services, as well as assist in the entire service application process. All of our customers have a designated AM.

Sales Engineer (SE)

The Product Specialist, now called Sales Engineer (SE), will work with you to identify technical options and define the technical requirements to implement your services. They are responsible for understanding your current services, potential needs and proposing viable and reliable technical solutions. With technical capabilities and a thorough understanding of the services CenturyLink offers, your SE manages the technical and engineering aspects of the service during the evaluation of your needs and the presentation of the offering. There is a designated SE for each customer and product area: Data, Data Center and Voice.

Customer Care Manager (CCM)

The CCM is your contact throughout the entire sales process, managing from the placement of the technical order to the activation of your first invoice. Ultimately, the CCM “owns” the information of your entire experience with us. They act as a point of contact, proactively managing your service to guarantee the highest levels of satisfaction and the fulfillment of your expectations, while, at the same time, communicating with you regularly to keep you informed of requests, highlights and updates of the project.

Billing Customer Care (BCC)

Is responsible for receiving all requests related to billing and investigating them on your behalf. The BCC is also responsible for resolving disputes and emitting the corresponding credits when necessary.

Service Manager (SM)

If you have selected managed services such as Network Management, Security, Cloud Services, and Managed Voice, you will count on the support of an SM. They are responsible for managing your services and ensuring they are delivered according to what was agreed, also providing information regarding the service’s quality and performance. Additionally, they analyze and arrange improvement plans, provide feedback and manage change requests.

Service Assurance (TSC)

Team responsible for the operation of the customers’ services. They receive requests through the phone numbers listed in the section Main Contacts and focus on solving issues in our customers’ networks.

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## STANDARD DELIVERY PROCESS

### CenturyLink Delivery Touchpoints

Once you’ve placed an order with CenturyLink, the basic communications (Touchpoints – TP) you will receive during the process are described below:

<table>
<thead>
<tr>
<th>TP Request for Order’s Technical Details</th>
<th>• The Circuit Designer will get in touch with you in case the technical details aren’t enough to complete your Service Order.</th>
</tr>
</thead>
</table>
| TP Order Details Confirmation           | • CenturyLink acknowledges receipt of your order and requests validation of your order details.  
• Introduction and contact details of your Customer Care Manager, who will manage the Delivery of your order and will be your point of contact throughout the process.  
• Defines the next milestones and expected Touchpoints. |
| TP Expected Date for Service Delivery   | • Informs the expected date for your Service Delivery, which is when it will be activated, and billing will begin.  
• Defines the next milestones and expected Touchpoints. |
| TP Service Installation Reminder        | • We will make sure your site meets the requirements before Service Installation.  
• Defines the next milestones and expected Touchpoints. |
| TP Activation Planning                  | • We will inform you when your Service has been successfully installed and ready for activation, for which a data and time should be scheduled.  
• Defines the next milestones and expected Touchpoints. |
| TP Connectivity Notice                  | • We will confirm when your service is ready to be delivered, at which time billing will begin. |

You may check the status of your order at any time by contacting your **Customer Care Manager (CCM)**.
OPERATIONAL ASSISTANCE PROCESS

**CenturyLink ’s Technical Service Center** – TSC – in Latin America is committed to provide the best customer assistance experience, through technical support 7 days a week, 24 hours a day, 365 days a year. Telephone access is available in several Latin American countries and in the United States, according to the contact list below.

**Information Required to Report an Incident**

To issue a **Trouble Ticket (TT)** in the TSC, CenturyLink will require the following information from customers:

- **Service ID number** for the location or service in question.
- Confirmation that there are no infrastructure problems in the location, such as power failures, programmed maintenance, etc.
- Detailed description of operational problem and level of impairment of service.
- Time problem was initially detected.
- Local contact information for calling during the diagnosis and correction process, if needed.
- Conditions for accessing customer’s location, such as business hour restrictions and permits needed.
- Other specific information to be requested by CenturyLink according to the type of service (IP, Internet, voice, etc.).

In situations in which access or local contact cannot occur, the TT will be placed in a “waiting for customer” status, and these periods will not be considered as unavailable according to SLA.

TSC customer assistance **responsibilities** are:

- Detecting any programmed maintenance likely to affect the service’s availability.
- Issuing a TT for events reported by the customer.
- Running service diagnosis in order to detect and isolate failures.
- Updating the customer on its TT status regarding the conditions found in the “Information on Reported Events” below.
- Maintenance of CPEs – Customer Premises Equipment and access circuits to CenturyLink’s network.
- Involving, coordinating and escalating to all of CenturyLink’s organization ranks, as well as to outsourced service providers.
- Concluding the event reported and notifying customer, describing the causes of failure and solution to the problem.

The following activities are **not covered** by the TSC:

- Changes in configuration of parameters of services hired and their technologies, such as bandwidth, type of access, CPEs and IOS equipment upgrades, etc. Requests of this nature should be directed to the commercial representatives and/or to CenturyLink’s Service Managers.
- Changes in IP services such as IP addresses, adding or changing routes that may affect the performance of operational services.

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- Any other changes modifying the service’s original solution as hired from CenturyLink.
- Invoicing problems or administrative issues.

Other specific conditions for customer assistance not covered by this document will be defined in private agreements.

REQUEST FOR CHANGES IN ACTIVE DATA SERVICES

CenturyLink puts at your disposal the list of requests for Standard Changes in active data services, limited to 10 locations per change:

- Activation, deactivation and modification of BGP sessions.
- Propagation of new networks*.
- Changes in quality of service (QoS)*.
- Configuration of static routes and configuration/activation of dynamic routes*.
- Changes in IP addresses*.
- Activation of CPE functionalities: DHCP, SNMP. Dynamic routing to the LAN (OSPF, IBGP, RIP).

*These requests are equally applied to Satellite services.

IMPORTANT: The Standard Change process will be analyzed in up to 72 business hours and set forth during business hours.

Requests should be registered in MyLevel3 LATAM Portal, with the express indication of whether they should be applied within a pre-established window of time.

In case your request is not in the Standard Changes list or if it cannot be addressed during predetermined periods of time, we ask that you contact your Service Management team or your Account Manager, who will launch the corresponding internal tasks in order to analyze and process your request.

PROCESS FOR PROGRAMMED ACTIVITIES IN CENTURYLINK’S NETWORK (GCR)

The Change Management process is applied by CenturyLink whenever it is necessary to conduct a programmed interruption of the service provided to customer (GCR – Global Change Request), so that work can be carried out in CenturyLink’s backbone network.

Among Change Management’s most common functions, we can highlight activities such as increase in network capacity to adapt it to customers’ new requirements, increase of geographic reach, technological updates and activities to improve reliability of services.

Given these needs, CenturyLink’s Change Management area coordinates with the internal areas and manages communications and pre-approvals with the customers who will have their services impacted.

To mitigate customer impact, all programmed work is carried out according to the following rules:
A. **Work in Standard Situation**
   1) Work will be conducted from **0 to 6:00 am** in the time zone of the country where the work will be carried out.
   2) Customers will be notified of work by email **7 days** in advance. That said, it is required that customers maintain updated email addresses of the contacts who should be notified.

B. **Work in Emergency Situation**
   In certain situations, indispensable matters require that work is conducted in order to avoid further impacts as a result of distinct causes such as vandalism, city work, need to repair network elements that may generate greater impact in the network, among others. Under these circumstances, CenturyLink will do everything in its reach to conduct work during the hours closest to the ones specified in item A.1, as well as notifying with the advance indicated in item A.2.

In case of doubts or requests, access the *Escalation* section of this document > *Change Management Scaling*.
## MAIN CONTACTS

<table>
<thead>
<tr>
<th>Country</th>
<th>Areas</th>
<th>Description</th>
<th>Toll-free</th>
<th>Local</th>
</tr>
</thead>
</table>
| ARGENTINA | Assurance/ Technical Support | • Data/Voice/Internet  
• Network Management  
• Data Center/ Security/ Cloud  
• Managed Voice/ Managed VideoConferencing/ Enhanced Video Collaboration/ CDN/ VyVx | 0800 800 5383 – Option 1  
0800 800 5383 – Option 2  
0800 800 5383 – Option 3  
0800 800 5383 – Option 4 | +54 11 5170 5383 – Option 1  
+54 11 5170 5383 – Option 2  
+54 11 5170 5383 – Option 3  
+54 11 5170 5383 – Option 4 |
| BRAZIL    | Assurance/ Technical Support | • Data/Voice/Internet  
• Network Management  
• Data Center/ Security/ Cloud  
• Managed Voice/ Managed VideoConferencing/ Enhanced Video Collaboration/ CDN/ VyVx | 0800 887 3333 - Option 1  
0800 887 3333 - Option 2  
0800 887 3333 - Option 3  
0800 887 3333 - Option 4 | +55 11 3957 2288 - Option 1  
+55 11 3957 2288 - Option 2  
+55 11 3957 2288 - Option 3  
+55 11 3957 2288 - Option 4 |
| CHILE     | Assurance/ Technical Support | • Data/Voice/Internet  
• Network Management  
• Data Center/ Security/ Cloud  
• Managed Voice/ Managed VideoConferencing/ Enhanced Video Collaboration/ CDN/ VyVx | 800 360 303 – Option 1  
800 360 303 – Option 2  
800 360 303 – Option 3  
800 360 303 – Option 4 | +56 22 422 5803 - Option 1  
+56 22 422 5803 - Option 2  
+56 22 422 5803 - Option 3  
+56 22 422 5803 - Option 4 |
| COLOMBIA  | Assurance/ Technical Support | • Data/Voice/Internet  
• Network Management  
• Data Center/ Security/ Cloud  
• Managed Voice/ Managed VideoConferencing/ Enhanced Video Collaboration/ CDN/ VyVx | 01 8000 117997 – Option 1  
01 8000 117997 – Option 2  
01 8000 117997 – Option 3  
01 8000 117997 – Option 4 | +57(1) 611 9013 – Option 1  
+57(1) 611 9013 – Option 2  
+57(1) 611 9013 – Option 3  
+57(1) 611-9013 – Option 4 |
| ECUADOR   | Assurance/ Technical Support | • Data/Voice/Internet  
• Network Management  
• Data Center/ Security/ Cloud | 1800 400 408 – Option 1  
1800 400 408 – Option 2  
1800 400 408 – Option 3 | +593 2 400 5080 – Option 1  
+593 2 400 5080 – Option 2  
+593 2 400 5080 – Option 3 |
<table>
<thead>
<tr>
<th>Country</th>
<th>Service Support</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>USA, PANAMA, COSTA RICA</td>
<td>Assurance/Technical Support - Data/Voice/CDN, Network Management, VyVx</td>
<td>+1 800 467 7288 - Option 4</td>
</tr>
<tr>
<td></td>
<td>Assurance/Technical Support - Managed Voice/Managed Video/Enhanced Video Collaboration</td>
<td>+1 305 808 6010 - Option 4</td>
</tr>
<tr>
<td></td>
<td>VyVx - Local support USA</td>
<td>+55 11 3957 2288 - Option 4</td>
</tr>
<tr>
<td>MÉXICO</td>
<td>Assurance/Technical Support - Data/Voice/Internet, Network Management, Data Center/Security/Cloud, Managed Voice/Managed Video/Enhanced Video Collaboration/VyVx</td>
<td>01 800 999 1422 - Option 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>01 800 999 1422 - Option 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>01 800 999 1422 - Option 3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>01 800 999 1422 - Option 4</td>
</tr>
<tr>
<td>PERÚ</td>
<td>Assurance/Technical Support - Data/Voice/Internet, Network Management, Data Center/Security/Cloud, Managed Voice/Managed Video/Enhanced Video Collaboration/VyVx</td>
<td>0800 7 0662 - Option 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0800 7 0662 - Option 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0800 7 0662 - Option 3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0800 7 0662 - Option 4</td>
</tr>
<tr>
<td>VENEZUELA</td>
<td>Assurance/Technical Support - Data/Voice/CDN, Managed Voice/Managed Video/Enhanced Video Collaboration, VyVx</td>
<td>0800 285 8300</td>
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<tr>
<td></td>
<td></td>
<td>+58 212 204 9378</td>
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<tr>
<td></td>
<td></td>
<td>+58 212 600 9800</td>
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<tr>
<td></td>
<td></td>
<td>+58 212 204 9351</td>
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<td></td>
<td></td>
<td>+58 212 204 9364</td>
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<td></td>
<td></td>
<td>+212 204 9306</td>
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<td>+55 11 3957 2288</td>
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## COMMUNICATING REPORTED EVENTS

CenturyLink will reply to events reported by customers (TT) according to the situation and impact on customer services, rated in **4 priority levels**. CenturyLink’s and customers’ responsibilities will be defined for each level, in addition to assistance periods, as described below.

<table>
<thead>
<tr>
<th>Priority Level</th>
<th>Situation</th>
<th>Response Time</th>
<th>CenturyLink's Responsibility</th>
<th>Customer’s Responsibility</th>
<th>First Update</th>
<th>Following Updates</th>
<th>Update Method</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1 (Very High Business Impact)</strong></td>
<td>Major System or Component Failure. Malfunction with critical impact on Client’s ability to operate entire business processes &amp; production. No work-around or manual process available. No Back Up active or available</td>
<td>Initial Communication Call Back: Within 15 Minutes Comence Service Call Work: Within 2 Hours</td>
<td>• CenturyLink comienza y administra el servicio de llamada para solucionar el problema. • El TSC de CenturyLink resuelve el incidente y utiliza la experiencia adecuada.</td>
<td>• Client provides appropriate personnel &amp; access to the premises to sustain continuous work effort &amp; necessary communication. • Without appropriate access or instructions, the incident will be downgraded to Priority 2.</td>
<td>15 minutes</td>
<td>Every 1 hour</td>
<td>Phone or email</td>
</tr>
<tr>
<td><strong>2 (High Business Impact)</strong></td>
<td>Minor System or Component Failure Malfunction causing impact on Client’s ability to operate significant business processes or production. No work-around or manual process available. No Back Up active or available</td>
<td>Initial Communication Call Back: Within 1 Hour.</td>
<td>• CenturyLink initiates &amp; manages the Service Call to resolution. • CenturyLink TSC troubleshoots the incident, engages appropriate expertise.</td>
<td>• Client provides appropriate personnel &amp; access to the premises to sustain continuous work effort &amp; necessary communication. • Without appropriate access or instructions, the incident will be downgraded to Priority 3.</td>
<td>1 Hour</td>
<td>Every 2 Hours</td>
<td>Phone or email</td>
</tr>
<tr>
<td><strong>3 (Moderate Business Impact)</strong></td>
<td>Component Failure Malfunction not causing impact on Client’s ability to operate significant business processes or production. Work-around or manual processes are available. Back Up Available and Active.</td>
<td>Initial Communication Call Back: Within 1 Hour.</td>
<td>• CenturyLink initiates &amp; manages the Service Call to resolution. • CenturyLink TSC troubleshoots the incident, engages appropriate expertise. • CenturyLink dispatches Field Service Technicians when necessary.</td>
<td>• Client provides appropriate personnel &amp; access to the premises as mutually arranged to support work effort.</td>
<td>2 Hours</td>
<td>Every 4 Hours</td>
<td>Email</td>
</tr>
</tbody>
</table>

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| 4 (Low Business Impact) | Component Failure Malfunction not causing virtually any impact on Client's ability to operate significant business processes or production. Work-around or manual processes are available. | Initial Communication Call Back: Within 1 Hour. | • CenturyLink initiates & manages the Service Call to resolution.  
• CenturyLink TSC troubleshoots the incident, engages appropriate expertise.  
• CenturyLink dispatches Field Service Technicians when necessary | • Client provides appropriate personnel & access to the premises as mutually arranged to support work effort. | 24 Hours | At CenturyLink’s discretion | Email |

The above assistance commitments may occasionally have their response times extended in situations of massive failures in CenturyLink’s service network, affecting a number of customers at the same time.
OPERATIONAL ATTENTION PROCESS ESCALATION (TSC GROUP)

In the following table, CenturyLink presents recommended rules for escalating events in Latin America, in situations where customers require operational escalation. The process begins with the “acceptance” of a trouble ticket (TT) by the TSC – Technical Service Center.

<table>
<thead>
<tr>
<th>Time Lapsed</th>
<th>Level of Escalation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Hour</td>
<td>TSC Desk (1st Level)</td>
</tr>
<tr>
<td>2 Hours</td>
<td>TSC Supervisor (2nd Level)</td>
</tr>
<tr>
<td>4 Hours</td>
<td>Mr. TSC Manager (3rd Level)</td>
</tr>
<tr>
<td>8 Hours</td>
<td>TSC Regional VP (4th Level)</td>
</tr>
<tr>
<td>12 Hours</td>
<td>S&amp;NM Regional VP (5th Level)</td>
</tr>
</tbody>
</table>

It is CenturyLink policy not to reject an escalation request in critical situations.

ESCALATION ARGENTINA

1<sup>st</sup> Level

**NOC TSC**
- Toll-free: 0800 800 5383 – Option 1
- Service Desk: +54 11 5170 5383 – Option 1

2<sup>nd</sup> Level

**Claudio Ortiz**
- TSC Supervisor
- Mobile: +54 911 3174 0520
- Office: +54 11 5170 6763
- E-mail: claudio.ortiz@centurylink.com

**Diego Vecchiarelli**
- TSC Supervisor
- Mobile: +54 911 5329 8784
- Office: +54 11 5170 6766
- E-mail: diego.vecchiarelli@centurylink.com

3<sup>rd</sup> Level

**Juan Demarie**
- Sr. Mgr. Tech Customer Operations
- Mobile: +54 911 4022 6274
- Office: +54 11 5170 6125
- E-mail: juan.demarie@centurylink.com
<table>
<thead>
<tr>
<th>4th Level</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Durval Carvalho</strong></td>
<td>VP Customer Assurance &amp; Network Management</td>
</tr>
<tr>
<td>Mobile</td>
<td>+55 11 99603 4834</td>
</tr>
<tr>
<td>Office</td>
<td>+55 11 3957 2213</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:durval.carvalho@centurylink.com">durval.carvalho@centurylink.com</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>5th Level</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ernesto Curci</strong></td>
<td>VP Service Management &amp; Field Operations LATAM</td>
</tr>
<tr>
<td>Mobile</td>
<td>+54 911 5331 7755</td>
</tr>
<tr>
<td>Office</td>
<td>+54 11 5170 3582</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:ernesto.curci@centurylink.com">ernesto.curci@centurylink.com</a></td>
</tr>
</tbody>
</table>

For escalation at night (from 11 pm until 7 am local time), weekends and holidays: +54 11 5170 3743.
ESCALATION BRAZIL

1st Level

**NOC TSC**
- Toll-free: 0800 887 3333 - Option 1
- Office: +55 11 3957 2288 - Option 1

2nd Level

**João Santos (9am – 6pm)**
- Manager TSC
- Mobile: +55 11 3957 2210
- Office: +55 11 99606 4861
- E-mail: joao.santos@centurylink.com

**Helio Correa (11:30pm – 7:30am)**
- Supervisor TSC
- Mobile: +55 11 3957 2210
- Office: +55 11 99870 1052
- E-mail: helio.correa@centurylink.com

**Rubens Moraes (06:30am – 3:30pm)**
- Manager TSC
- Mobile: +55 11 3957 2210
- Office: +55 11 99642 1615
- E-mail: rubens.moraes@centurylink.com

**Ricardo Potenza (3:30pm – 12am)**
- Manager TSC
- Mobile: +55 11 3957 2210
- Office: +55 11 99642 1614
- E-mail: ricardo.potenza@centurylink.com

3rd Level

**Alexandre Oliveira**
- Sr. Mgr. Tech Customer Operations
- Mobile: +55 11 99908 6440
- Office: +55 11 3957 2337
- E-mail: alexandre.oliveira@centurylink.com

4th Level

**Durval Carvalho**
- VP Customer Assurance & Network Management
- Mobile: +55 11 99603 4834
- Office: +55 11 3957 2213
- E-mail: durval.carvalho@centurylink.com

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5th Level

Ernesto Curci  
VP Service Management & Field Operations LATAM
Mobile  
+54 911 5331 7755
Office  
+54 11 5170 3582
E-mail  
ernesto.curci@centurylink.com

For escalation at night, weekends and holidays: +55 11 3957 2210.
ESCALATION CHILE

1st Level
NOC TSC

Toll-free 800 360 303 - Option 1
Office + 56 22 422 5803 - Option 1

2nd Level
Enrique Hinojosa  TSC Supervisor
Mobile +56 9 7765 5421
Office +56 22 422 5852
E-mail enrique.hinojosa@centurylink.com

3rd Level
Juan Demarie  Sr. Mgr. Tech Customer Operations
Mobile +54 911 4022 6274
Office +54 11 5170 6125
E-mail juan.demarie@centurylink.com

4th Level
Durval Carvalho  VP Customer Assurance & Network Management
Mobile +55 11 99603 4834
Office +55 11 3957 2213
E-mail durval.carvalho@centurylink.com

5th Level
Ernesto Curci  VP Service Management & Field Operations LATAM
Mobile +54 911 5331 7755
Office +54 11 5170 3582
E-mail ernesto.curci@centurylink.com

For escalation at night (from 10 pm until 8 am local time), weekends and holidays +56 2 2422-5803

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ESCALATION COLOMBIA

1st Level

Alonso Hernandez  
Javier Mejia  
Luis Figueroa  
Neil Moreno  
Mobile  
Office  
E-mail  

2nd Level

Astrid Gomez  
Mgr. Technical Customer Support  
Mobile  
Office  
E-mail  

3rd Level

Julio Cesar Arcila  
Dir. Tech Customer Operations  
Mobile  
Office  
E-mail  

4th Level

Durval Carvalho  
VP Customer Assurance & Network Management  
Mobile  
Office  
E-mail  

5th Level

Ernesto Curci  
VP Service Management & Field Operations LATAM  
Mobile  
Office  
E-mail  

For escalation at night (from 10 pm until 6 am local time), weekends and holidays +51 1 611 9075.
# ESCALATION ECUADOR

## 1st Level
**William Herrera**  
TSC Supervisor  
Mobile: +593 9 9619 0515  
Office: +593 2 400 5179  
E-mail: william.herrera@centurylink.com

**Javier Chamorro**  
Supervisor TSC  
Mobile: +593 9 9460 7601  
Office: +593 2 400 5178  
E-mail: javier.chamorro@centurylink.com

## 2nd Level
**Rommel Argüello**  
Mgr. Technical Customer Support  
Mobile: +593 9 9619 0504  
Office: +593 2 400 5032  
E-mail: rommel.arguello@centurylink.com

## 3rd Level
**Julio Cesar Arcila**  
Dir. Tech Customer Operations  
Mobile: +57 1 315 317 3373  
Office: + 57 1 611 9068  
E-mail: julio.arcila@centurylink.com

## 4th Level
**Durval Carvalho**  
VP Customer Assurance & Network Management  
Mobile: +55 11 9 9603 4834  
Office: +55 11 3957 2213  
E-mail: durval.carvalho@centurylink.com

## 5th Level
**Ernesto Curci**  
VP Service Management & Field Operations LATAM  
Mobile: +54 911 5331 7755  
Office: +54 11 5170 3582  
E-mail: ernesto.curci@centurylink.com

For escalation at night (from 10 pm until 6 am local time), weekends and holidays +593 2 400 5124.
ESCALATION PERU

1st Level
NOC TSC
Service Desk +51 1 705 5777
Toll-free 0800 7 0662
Toll-free 0800 7 0636

2nd Level
Ivan Ticona Mgr. Technical Customer Support
Mobile +51 9 7547 8893
Office +51 1 705 5778
E-mail ivan.ticona@centurylink.com

3rd Level
Julio Cesar Arcila Dir. Tech Customer Operations
Mobile +57 315 317 3373
Office +57 1 611 9068
E-mail julio.arcila@centurylink.com

4th Level
Durval Carvalho VP Customer Assurance & Network Management
Mobile +55 11 9 9603 4834
Office +55 11 3957 2213
E-mail durval.carvalho@centurylink.com

5th Level
Ernesto Curci VP Service Management & Field Operations LATAM
Mobile +54 911 5331 7755
Office +54 11 5170 3582
E-mail ernesto.curci@centurylink.com

For escalation at night (from 10 pm until 6 am local time), weekends and holidays +51 1 705 5640.
ESCALATION TSC MIAMI – CARIBBEAN, CENTRAL AMERICA & MEXICO

LROC

1st Level
NOC TSC
Service Desk +1 305 808 6010
Toll Free +1 800 467 7288
E-mail lroc@centurylink.com

2nd Level
Carlos Miranda
Supervisor TSC
Mobile +54 9 11 4025-6513
Office +54 11 5170-6110
E-mail carlos.miranda15@centurylink.com

3rd Level
Juan Demarie
Sr. Mgr. Tech Customer Operations
Mobile +54 9 11 4022 6274
Office +54 11 5170 6125
E-mail juan.demarie@centurylink.com

4th Level
Durval Carvalho
VP Customer Assurance & Network Management
Mobile +55 11 99603 4834
Office +55 11 3957 2213
E-mail durval.carvalho@centurylink.com

5th Level
Ernesto Curci
VP Service Management & Field Operations LATAM
Mobile +54 911 5331 7755
Office +54 11 5170 3582
E-mail ernesto.curci@centurylink.com

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ESCALATION VENEZUELA

1st Level
Anderson Cedeño  Service Assurance Supervisor
Mobile  +58 414 300 3569
Office  +58 212 204 9215
E-mail  Anderson.cedeno@centurylink.com

Geraldine Abreu  Service Assurance Supervisor
Mobile  +58 414 3134764
Office  +58 212 2049305
E-mail  geraldine.abreu@centurylink.com

2nd Level
Damian Urbina  Mgr. Technical Customer Support
Mobile  +58 42 4193 5013
Office  +58 21 2204 9313
E-mail  damian.urbina@centurylink.com

3rd Level
Julio Cesar Arcila  Dir. Tech Customer Operations
Mobile  +57 315 317 3373
Office  +57 1 611 9068
E-mail  julio.arcila@centurylink.com

4th Level
Durval Carvalho  VP Customer Assurance & Network Management
Mobile  +55 11 99603 4834
Office  +55 11 3957 2213
E-mail  durval.carvalho@centurylink.com

5th Level
Ernesto Curci  VP Service Management & Field Operations LATAM
Mobile  +54 911 5331 7755
Office  +54 11 5170 3582
E-mail  ernesto.curci@centurylink.com

For escalation at night (from 10 pm until 6 am local time), weekends and holidays +58 212 204 9364.
CHANGE MANAGEMENT PROCESS ESCALATION

Change Management Team
- Telephone: +5411 5170 3464 / 3463
  (Business hours only) from 9am to 6pm Argentina time (From 12:00am GMT to 9:00pm GMT).
- E-mail: Change.Management.LATAM@centurylink.com
- Mobile: +54911 5037 3211 / +54911 5585 8316
  (Outside business hours) from 6pm to 9am Argentina time (From 9:00pm GMT to 12:00pm GMT).

Change Management Coordinator
- Alberto Rodriguez, Sr Manager Change Management LATAM.
- Telephone: +54 9 11 5170 6455 / +54 9 11 5808 1484
- E-mail: Alberto2.Rodriguez@centurylink.com

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BILLING SUPPORT

Billing Customer Care Team

The Billing Customer Care team is responsible for solving any billing request our clients may have. You may get in touch with the team through our Customer Portal:

<table>
<thead>
<tr>
<th>Country</th>
<th>Portal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argentina/Brazil/Chile/Colombia/Ecuador</td>
<td><a href="https://latam.my.level3.com">https://latam.my.level3.com</a></td>
</tr>
<tr>
<td>Peru/Venezuela</td>
<td></td>
</tr>
<tr>
<td>USA (Miami)/México/Panamá/Costa Rica</td>
<td><a href="https://my.level3.com">https://my.level3.com</a></td>
</tr>
</tbody>
</table>

The use of this Portal will speed up your requests.

In case you have trouble with the login-in, you can communicate with us through the following Contact Numbers. You must select **option 5: Billing and Payments**:

<table>
<thead>
<tr>
<th>Country</th>
<th>Contact Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argentina</td>
<td>0800 800 5383</td>
</tr>
<tr>
<td></td>
<td>+54 11 5170 5383</td>
</tr>
<tr>
<td>Chile</td>
<td>800 360 303</td>
</tr>
<tr>
<td></td>
<td>+56 2 2422 5803</td>
</tr>
<tr>
<td>Peru</td>
<td>0800 7 0662</td>
</tr>
<tr>
<td></td>
<td>+51 1 705 5777</td>
</tr>
<tr>
<td>Colombia</td>
<td>01 8000 11 7997</td>
</tr>
<tr>
<td></td>
<td>+57 1 611 9013</td>
</tr>
<tr>
<td>Ecuador</td>
<td>1800 400 408</td>
</tr>
<tr>
<td></td>
<td>+593 2 400 5080</td>
</tr>
<tr>
<td>Brazil</td>
<td>0800 887 3333</td>
</tr>
<tr>
<td></td>
<td>+55 11 3957 2288</td>
</tr>
</tbody>
</table>

You can also communicate through the following Email Addresses:

<table>
<thead>
<tr>
<th>Country</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argentina/Chile/Peru</td>
<td><a href="mailto:DL-Billing_Latam_T2@centurylink.com">DL-Billing_Latam_T2@centurylink.com</a></td>
</tr>
<tr>
<td>Colombia/Ecuador/USA (Miami)/Mexico/Panama/Costa Rica</td>
<td><a href="mailto:DL-Billing_Latam_T1@centurylink.com">DL-Billing_Latam_T1@centurylink.com</a></td>
</tr>
<tr>
<td>Venezuela</td>
<td><a href="mailto:ven-grp-facturacion@centurylink.com">ven-grp-facturacion@centurylink.com</a></td>
</tr>
<tr>
<td>Brazil</td>
<td><a href="mailto:BRA-BCC@centurylink.com">BRA-BCC@centurylink.com</a></td>
</tr>
</tbody>
</table>
Changing Billing Information

From the MyLevel3 LATAM Portal, you may request changes in billing information (such as the Company’s Legal name, Tax ID, request of multiple invoices, contacts, addresses), by selecting the option “inquiry”.

In case you need, with the appropriate contractual support, the inclusion of invoices with **PO/HES/MIGO numbers or any other internal request**, this should be done through the following email addresses, considering the country:

<table>
<thead>
<tr>
<th>Country</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argentina</td>
<td><a href="mailto:Arg-Billing@centurylink.com">Arg-Billing@centurylink.com</a></td>
</tr>
<tr>
<td>Chile</td>
<td><a href="mailto:Chi-Billing@centurylink.com">Chi-Billing@centurylink.com</a></td>
</tr>
<tr>
<td>Peru</td>
<td><a href="mailto:Per-Billing@centurylink.com">Per-Billing@centurylink.com</a></td>
</tr>
<tr>
<td>Brazil</td>
<td><a href="mailto:BRA-billing@centurylink.com">BRA-billing@centurylink.com</a></td>
</tr>
<tr>
<td>Colombia</td>
<td><a href="mailto:Col-billing@centurylink.com">Col-billing@centurylink.com</a></td>
</tr>
<tr>
<td>Ecuador</td>
<td><a href="mailto:Ecu-Billing@centurylink.com">Ecu-Billing@centurylink.com</a></td>
</tr>
<tr>
<td>Venezuela</td>
<td><a href="mailto:Ven-grp-facturacion@centurylink.com">Ven-grp-facturacion@centurylink.com</a></td>
</tr>
<tr>
<td>Mexico/Panama/Costa Rica</td>
<td><a href="mailto:CNC-billing@centurylink.com">CNC-billing@centurylink.com</a></td>
</tr>
<tr>
<td>Rica/USA (Miami)</td>
<td></td>
</tr>
</tbody>
</table>

Changes requested from the 1st to the 15th of each month will be reflected in the next invoice.
Changes requested from the 15th until the end of the month will be reflected in the subsequent invoice.
MYLEVEL3 LATAM

MyLevel3 LATAM is our online account management system that allows you to manage your services 24 hours a day, seven days a week. It is a tool that you and your co-workers may use daily. Through safe access points, the Portal provides a direct communications line to virtually anywhere in the world. With the objective of simplifying and streamlining our customers’ experience, the Portal counts on an updated and easy-to-use design to help you control and manage all of your CenturyLink services throughout the request, implementation and post-implementation phases. The main page of the dashboard centralizes all of the Portal’s information and its functionalities for quick and easy access anytime.

Some of the benefits and advantages you will find while using the Portal are:

- **Multilingual**: the Portal is available in Spanish, English and Portuguese.
- **User management**: you will have total control of managing your own users, to perform different functions such as reporting and tracking incidents, placing requests and orders, checking billing details, etc.
- **Ticket management**: you will be able to manage tickets from the Portal to report incidents or place requests or orders regarding services, from their creation to their solution.
- **Reports**: you will be able to access the different reports CenturyLink sends out about usage and performance of the hired services.
- **Billing**: month by month, you will be able to access the billing of your services, where you will see detailed information of the total amount due. You will be able to create new disputes/inquiries or view active disputes/inquiries through the Portal.
- **Tools**: the Portal has Single Sign On access to NetRac and DEC Portal, making it easier to access all your information in one place.
- **Quick Guide**: the Portal has an Onboarding section to guide you through conducting business with CenturyLink – from the request of a quote to the resolution of a billing issue – and to show you what you can do to help processes be as quickly and efficient as possible.
In the Portal, you will also have the chance to **Request a Service Disconnection** on the “Account Services” section. For additional information, access the “Quick Guides” section previously described and select the “How to Request a Service Disconnection” document.

**How to Access the New Portal:**

- You can access the new Portal through the following web address: [https://latam.my.level3.com](https://latam.my.level3.com)

- **To register as a New user,** click [New User? Register!](#) and complete the form.

- If you forgot your login, please access the Portal and click on [Forgot your password?](#) Your email will be validated, and a new password will be sent automatically.

- If you are, or were, an **active user** of the Portal, please enter the same email and password information you normally used for access.

Remember that once you obtain the access you can access the **online User Manual** where you will find all the instructions necessary to operate within the Portal.

With the acquisition, renewal or extension of a service, you will be handed a Service Request Form that includes a section for you to assign the Portal User Administrator. This user has certain benefits that other users don’t have and are related to the **administration (creation, modification and removal)** of other users with different permits according to their needs.

In case you cannot access the Portal due to unavailability or outage you can open a Ticket by calling the TSC group in order to inform them of the issue.

If you have any questions or suggestions related to this online tool, please contact your CenturyLink Service Manager or send an e-mail to the following emails, according to your location.

**We appreciate your feedback!**

- Argentina: sharedcmarg@centurylink.com
- Chile: sharedcmchi@centurylink.com
- Peru: sharedcmper@centurylink.com
- Colombia: sharedsmcol@centurylink.com
- Brazil: sharedsmbra@centurylink.com
- Ecuador: sharedsmecu@centurylink.com
- Venezuela: sharedsmven@centurylink.com
- Cluster Norte: DL-SHAREDSMCN@centurylink.com
REGIONAL CONTACT INFORMATION

To obtain general information regarding CenturyLink, or if you’re not certain who to call, you can reach the company’s main desk, through the following phone numbers:

<table>
<thead>
<tr>
<th>Country</th>
<th>Direct Code</th>
<th>CenturyLink Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argentina</td>
<td>+54 11</td>
<td>5170 0000</td>
</tr>
<tr>
<td>Brazil - Cotia Data, Voice &amp; Data Center</td>
<td>+55 11</td>
<td>3957 2200</td>
</tr>
<tr>
<td>Brazil – Morumbi Administrative Office</td>
<td>+55 11</td>
<td>3957 1900</td>
</tr>
<tr>
<td>Chile</td>
<td>+56 2</td>
<td>2422 5900</td>
</tr>
<tr>
<td>Colombia</td>
<td>+57 1</td>
<td>611 9000</td>
</tr>
<tr>
<td>Ecuador</td>
<td>+593 2</td>
<td>400 4040</td>
</tr>
<tr>
<td>United States</td>
<td>+1 305</td>
<td>808 5934</td>
</tr>
<tr>
<td>Mexico</td>
<td>+52 55</td>
<td>25816270</td>
</tr>
<tr>
<td>Panama</td>
<td>+50 7</td>
<td>314 0324</td>
</tr>
<tr>
<td>Peru</td>
<td>+51 1</td>
<td>705 5700</td>
</tr>
<tr>
<td>Venezuela</td>
<td>+58 212</td>
<td>204 9275</td>
</tr>
</tbody>
</table>

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