



CONTRACT MODIFICATION

Date: June 12, 2026
Contract #: UCPJMU7259
Service: Internet Bandwidth Data and Voice Services
Modification #: One
Issued By: James Madison University Ph: 540-568-5113
Katie Forsyth, Buyer Senior Fx: 540-568-7935
Contractor: CenturyLink Communications, LLC d/b/a Lumen
Technologies Group
Attn: Lisa Lugar
100 CenturyLink Drive
Monroe, LA 71203
Contract Administrator: Dennis Little, Telecommunications

Description of Modification Notice:

The attached are hereby incorporated into contract UCPJMU7259.

- JMU IT Services Addendum, signed 5/27/2026
- Lumen Order Addendum, Quote ID: DOC-0001707251, effective at signature
- Lumen Order Form DOC-0001707251, effective at signature
- Lumen CPE Order Form, Quote Number: 60223551, effective at signature
- Lumen Order Addendum, Quote ID: 60223551, effective at signature

Except as provided herein, all terms and conditions of Contract Number UCPJMU7259 as herefore changed, remain unchanged and in full force and effect.

**CenturyLink Communications, LLC d/b/a
Lumen Technologies Group**

By: *Steve Arneson*
Steve Arneson (Jun 15, 2026 14:05:36 CDT)

Steve Arneson

Name (print)

Manager - Offer Management 06/15/2026

Title Date Signed

James Madison University

By: *Katie Forsyth*

Katie Forsyth,

Name (print)

Buyer Senior 06/16/2026

Title Date Signed

James Madison University
Information Technology Services Addendum

CONTRACTOR NAME: CenturyLink Communications, LLC, d/b/a Lumen Technologies Group

PRODUCT/SOLUTION: Internet Bandwidth Data and Voice Services / Lumen for Microsoft Teams

Definitions:

- **Agreement:** The "Agreement" includes the contract, this addendum and any additional addenda and attachments to the contract, including the Contractor's Form.
- **University:** "University" or "the University" means James Madison University, its trustees, officers and employees.
- **University Data:** "University Data" is defined as any data that the Contractor creates, obtains, accesses, transmits, maintains, uses, processes, stores or disposes of in performance of the Agreement. It includes all Personally Identifiable Information and other information that is not intentionally made generally available by the University on public websites.
- **Personally Identifiable Information:** "Personally Identifiable Information" (PII) includes but is not limited to: Any information that directly relates to an individual and is reasonably likely to enable identification of that individual or information that is defined as PII and subject to protection by James Madison University under federal or Commonwealth of Virginia law.
- **Security Breach:** "Security Breach" means a security-relevant event in which the security of a system or procedure involving University Data is breached, and in which University Data is exposed to unauthorized disclosure, access, alteration, or use.
- **Service(s):** "Service" or "Services" means any goods or services acquired by the University from the Contractor.

1. **Rights and License in and to University Data:** The parties agree that as between them, all rights including all intellectual property rights in and to University Data shall remain the exclusive property of the University, and Contractor has a limited, nonexclusive license to use the data as provided in the Agreement solely for the purpose of performing its obligations hereunder. The Agreement does not give a party any rights, implied or otherwise, to the other's data, content, or intellectual property.
2. **Disclosure:** All goods, products, materials, documents, reports, writings, video images, photographs, or papers of any nature including software or computer images prepared or provided to the Contractor (or its subcontractors) for the University will not be disclosed to any other person or entity without the written permission of the University.
3. **Data Privacy:**
 - a. Contractor will use University Data only for the purpose of fulfilling its duties under the Agreement and will not share such data with or disclose it to any third party without the prior written consent of the University, except as required by law.
 - b. University Data will not be stored outside the United States without prior written consent from the University. For clarification, Contractor's support teams may securely access systems from outside the U.S. without transferring data outside the U.S.
 - c. Contractor will provide access to University Data only to its employees and subcontractors who need to access the data to fulfill obligations under the Agreement. The Contractor will ensure that the Contractor's employees, and subcontractors when applicable, who perform work under the Agreement have received appropriate instruction as to how to comply with the data protection provisions of the Agreement and have agreed to confidentiality obligations at least as restrictive as those contained in this Addendum.
 - i. If the Contractor will have access to the records protected by the Family Educational Rights and Privacy Act (FERPA), Contractor acknowledges that for the purposes of the

Agreement it will be designated as a "school official" with "legitimate educational interests" in such records, as those terms have been defined under FERPA and its implementing regulations, and Contractor agrees to abide by the limitations and requirements imposed on school officials. Contractor will use such records only for the purpose of fulfilling its duties under the Agreement for University's and its End Users' benefit, and will not share such data with or disclose it to any third party except as required by law or authorized in writing by the University. Contractor acknowledges that its access to such records is limited to only those directly related to and necessary for the completion of Contractor's duties under the Agreement.

- d. The Contractor shall be responsible and liable for the acts and omissions of its subcontractors, including but not limited to third-party cloud hosting providers, and shall assure compliance with the requirements of the Agreement.

4. Data Security:

- a. Contractor will store and process University Data in accordance with commercial best practices, including appropriate administrative, physical, and technical safeguards, to secure such data from unauthorized access, disclosure, alteration, and use. Such measures will be no less protective than those used to secure Contractor's own data of a similar type, and in no event less than reasonable in view of the type and nature of the data involved.
- b. Contractor will store and process University Data in a secure site and will provide a SOC 2 or other security report deemed sufficient by the University from a third-party reviewer along with annual updated security reports. If the Contractor is using a third-party cloud hosting company such as AWS, Rackspace, etc., the Contractor will obtain the security audit report from its hosting company and give the results to the University. The University should not have to request the report directly from the hosting company.
- c. Contractor will use industry-standards and up-to-date security tools, technologies and practices such as network firewalls, anti-virus, vulnerability scans, system logging, intrusion detection, 24x7 system monitoring, and third-party penetration testing in providing services under the Agreement.
- d. Without limiting the foregoing, Contractor warrants that all electronic University Data will be encrypted in transmission (including via web interface) and stored at AES 256 or stronger.

5. Data Authenticity, Integrity and Availability:

- a. Contractor will take reasonable measures, including audit trails, to protect University Data against deterioration or degradation of data quality and authenticity. Contractor shall be responsible for ensuring that University Data, per the Virginia Public Records Act, is "preserved, maintained, and accessible throughout their lifecycle, including converting and migrating electronic records as often as necessary so that information is not lost due to hardware, software, or media obsolescence or deterioration."
- b. Contractor will ensure backups are successfully completed at the agreed interval and that restoration capability is maintained for restoration to a point-in-time and/or to the most current backup available.
- c. Contractor will maintain an uptime of 99.99% or greater as agreed to for the contracted services via the use of appropriate redundancy, continuity of operations and disaster recovery planning and implementations, excluding regularly scheduled maintenance time.

6. Employee Background Checks and Qualifications:

- a. Contractor shall ensure that its employees have undergone appropriate background screening and possess all needed qualifications to comply with the terms of the Agreement including but not limited to all terms relating to data and intellectual property protection.
- b. If the Contractor must under this agreement create, obtain, transmit, use, maintain, process, or dispose of the subset of University Data known as Personally Identifiable Information or financial or business data, the Contractor shall perform the following background checks on all employees

who have potential to access such data in accordance with the Fair Credit Reporting Act: Social Security Number trace; seven (7) year felony and misdemeanor criminal records check of federal, state, or local records (as applicable) for job related crimes; Office of Foreign Assets Control List (OFAC) check; Bureau of Industry and Security List (BIS) check; and Office of Defense Trade Controls Debarred Persons List (DDTC).

7. Security Breach:

- a. Response: Immediately (within one day) upon becoming aware of a Security Breach, or of circumstances that could have resulted in unauthorized access to or disclosure or use of University Data, Contractor will notify the University ISO at (ISO@jmu.edu), fully investigate the incident, and cooperate fully with the University's investigation of and response to the incident. Except as otherwise required by law, Contractor will not provide notice of the incident directly to individuals whose Personally Identifiable Information was involved, regulatory agencies, or other entities, without prior written permission from the University.
- b. Liability:
 - i. If Contractor must under this agreement create, obtain, transmit, use, maintain, process, or dispose of the subset of University Data known as Personally Identifiable Information, the following provisions apply. In addition to any other remedies available to the University under law or equity, Contractor will reimburse the University subject to Section 10.1 of the Agreement for costs incurred by the University in investigation and remediation of any Security Breach caused by Contractor.
 - ii. If Contractor will NOT under this agreement create, obtain, transmit, use, maintain, process, or dispose of the subset of University Data known as Personally Identifiable Information, the following provisions apply. In addition to any other remedies available to the University under law or equity, Contractor will reimburse the University in full for all costs reasonably incurred by the University in investigation and remediation of any Security Breach caused by Contractor.

8. Requests for Data, Response to Legal Orders or Demands for Data:

- a. Except as otherwise expressly prohibited by law, Contractor will:
 - i. immediately notify the University of any subpoenas, warrants, or other legal orders, demands or requests received by Contractor seeking University Data;
 - ii. consult with the University regarding its response;
 - iii. cooperate with the University's requests in connection with efforts by the University to intervene and quash or modify the legal order, demand or request; and
 - iv. Upon the University's request, provide the University with a copy of its response.
- b. Contractor will make itself and any employees, contractors, or agents assisting in the performance of its obligations under the Agreement, available to the University at no cost to the University based upon claimed violation of any laws relating to security and/or privacy of the data that arises out of the Agreement. This shall include any data preservation or eDiscovery required by the University.
- c. The University may request and obtain access to University Data and related logs at any time for any reason and at no extra cost.

9. Data Transfer Upon Termination or Expiration:

- a. Contractor's obligations to protect University Data shall survive termination of the Agreement until all University Data has been returned or securely destroyed, meaning taking actions that render data written on media unrecoverable by both ordinary and extraordinary means.
- b. Upon termination or expiration of the Agreement, Contractor will ensure that all University Data are securely transferred, returned or destroyed as directed by the University in its sole discretion within 60 days of termination of the Agreement. Transfer/migration to the University or a third party designated by the University shall occur without significant interruption in service. Contractor shall ensure that such transfer/migration uses facilities, methods, and data formats

that are accessible and compatible with the relevant systems of the University or its transferee, and to the extent technologically feasible, that the University will have reasonable access to University Data during the transition.

- c. In the event that the University requests destruction of its data, Contractor agrees to securely destroy all data in its possession and in the possession of any subcontractors or agents to which Contractor might have transferred University data. Contractor agrees to provide documentation of data destruction to the University.
- d. Contractor will notify the University of impending cessation of its business and any contingency plans. This includes immediate transfer of any previously escrowed assets and data and providing the University access to Contractor's facilities to remove and destroy University-owned assets and data. Contractor shall implement its exit plan and take all necessary actions to ensure a smooth transition of service with minimal disruption to the University. The Contractor will also provide, as applicable, a full inventory and configuration of servers, routers, other hardware, and software involved in service delivery along with supporting documentation, indicating which if any of these are owned by or dedicated to the University. Contractor will work closely with its successor to ensure a successful transition to the new service, with minimal downtime and effect on the University, all such work to be coordinated and performed in advance of the formal, final transition date.

10. Audits:

- a. The University reserves the right in its sole discretion to perform audits of the Contractor to ensure compliance with the terms of the Agreement. Contractor shall reasonably cooperate in the performance of such audits. This provision applies to all agreements under which Contractor must create, obtain, transmit, use, maintain, process, or dispose of University Data.
- b. If Contractor must under the Agreement create, obtain, transmit, use, maintain, process, or dispose of the subset of University Data known as Personally Identifiable Information or financial or business data, Contractor will at its expense conduct or have conducted at least annually a(n):
 - i. American Institute of CPAs Service Organization Controls 2 (SOC 2) audit, or other independent security audit with audit objectives deemed sufficient by the University, which attests to Contractor's security policies, procedures, and controls. Contractor shall also submit such documentation for any third-party cloud hosting provider(s) they may use (e.g. AWS, Rackspace, Azure, etc.) and for all subservice providers or business partners relevant to the Agreement. Contractor shall also provide James Madison University with a designated point of contact for the SOC reports and risks related to the contract. This person shall address issues raised in the SOC reports of the Contractor and its relevant providers and partners, and respond to any follow up questions posed by the University in relation to technology systems, infrastructure, or information security concerns related to the contract.
 - ii. vulnerability scan of Contractor's electronic systems and facilities that are used in any way to deliver electronic services under the Agreement; and
 - iii. formal penetration test performed by qualified personnel of Contractor's electronic systems and facilities that are used in any way to deliver electronic services under the Agreement.
- c. Additionally, Contractor will provide the University upon request the results of the above audits, scans and tests, and will promptly modify its security measures as needed based on those results in order to meet its obligations under the Agreement. The University may require, at University expense, the Contractor to perform additional audits and tests, the results of which will be provided promptly to the University.

11. Compliance:

- a. Contractor will comply with all applicable laws and industry standards in performing services under the Agreement. Any Contractor personnel visiting the University's facilities will comply

with all applicable University policies regarding access to, use of, and conduct within such facilities. The University will provide copies of such policies to Contractor upon request.

- b. To the extent applicable to the design and intended use of the service, Contractor warrants that the service it will provide to the University is fully compliant with and will enable the University to be compliant with relevant requirements of all laws, regulation, and guidance applicable to the University and/or Contractor, including but not limited to: the Family Educational Rights and Privacy Act (FERPA), Health Insurance Portability and Accountability Act (HIPAA), Health Information Technology for Economic and Clinical Health Act (HITECH), Gramm-Leach-Bliley Financial Modernization Act (GLB), Payment Card Industry Data Security Standards (PCI-DSS), Americans with Disabilities Act (ADA), Federal Export Administration Regulations, and Defense Federal Acquisitions Regulations.

- 12. **No End User Agreements:** Any agreements or understandings, whether electronic, click through, verbal or in writing, between Contractor and University employees or other end users under the Agreement that conflict with the terms of the Agreement, including but not limited to this Addendum, shall not be valid or binding on the University or any such end users.

IN WITNESS WHEREOF, the parties have caused this addendum to be duly executed, intending thereby to be legally bound. In the event of conflict or inconsistency between terms of the Agreement and this Addendum, the terms of this Addendum shall prevail.

JAMES MADISON UNIVERSITY

SIGNATURE: *Katie Forsyth*

PRINTED NAME: Katie Forsyth

TITLE: Buyer Senior

DATE: 05/27/2026

CONTRACTOR

SIGNATURE: *Steve Arneson*
Steve Arneson (May 27, 2026 13:57:29 CDT)

PRINTED NAME: Steve Arneson

TITLE: Manager - Offer Management

DATE: 05/27/2026










Order Addendum_James Madison University

Final Audit Report

2026-05-27

Created:	2026-05-21
By:	Lisa Lugar (lisa.lugar@lumen.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAc_nYJHTcJyq7GcMGpsdvyQ0ozZi0gaHP

"Order Addendum_James Madison University" History

-  Document created by Lisa Lugar (lisa.lugar@lumen.com)
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-  Signer pomdirectorsignature@lumen.com entered name at signing as Steve Arneson
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**ORDER ADDENDUM
BETWEEN
JAMES MADISON UNIVERSITY
AND
CENTURYLINK COMMUNICATIONS, LLC
Quote ID: DOC-0001707251**

"Lumen" is defined for purposes of this Order Addendum as CenturyLink Communications, LLC d/b/a Lumen Technologies Group or its affiliated entities providing Services under the Order Addendum. This Order Addendum ("Addendum") is by and between **CenturyLink Communications, LLC d/b/a Lumen Technologies Group** ("CenturyLink" or "Lumen") and **JAMES MADISON UNIVERSITY** ("Customer") Contract **UCPJMU7259**, and modifies **Quote ID: DOC-0001707251 (the "Order(s)")** and is applicable to the Customer locations and circuits shown on the table in Exhibits A attached to this Addendum. Except as set forth in this Addendum, capitalized terms will have the definitions assigned to them in the Underlying Agreement.

WHEREAS, CenturyLink and James Madison University executed the Underlying Agreement as defined below;

WHEREAS, the Customer Order provided by the Customer represents that they are authorized and qualified to purchase CenturyLink telecommunication services ("Service(s)") pursuant to the terms and conditions of the Underlying Contract; and

WHEREAS, the parties wish to augment the Customer Order to incorporate revised terms applicable to same.

NOW, THEREFORE, in consideration of the mutual agreements, covenants and obligations set forth herein, and for other good and valuable consideration, the parties agree that the following terms shall apply to the Customer Order as follows:

1. TERMS AND CONDITIONS GOVERNING THE CUSTOMER ORDER. The Services identified in the Customer Order are subject to the Lumen Master Service Agreement between CenturyLink and James Madison University ("Underlying Contract") Contract **UCPJMU7259**, signed December 8th, 2025, the Lumen Managed UC&C Cloud Service Schedule incorporated and attached hereto as Exhibit B, and the James Madison University Information Technology Services Addendum incorporated and attached hereto as Exhibit C.

2. SERVICE SCHEDULE MODIFICATION. To remove the auto renew option in Section 2.7 of the Lumen Managed UC&C Cloud Service Schedule; section 2.7 is deleted and replaced as follows: The Service Term for the Services will be set forth in the customer Order and commence on the Service Commencement Date as defined in the Agreement. Unless the customer provides notice in writing at least sixty (60) days' before the end of the Order Service Term ("Renewal Term"), the Service will expire. If the Customer chooses to renew the Services pursuant to this Clause, the terms and conditions applicable to the Renewal Term will be the same terms and conditions in effect for the term immediately prior to such renewal, unless Customer is presented with updated terms and conditions in advance of the renewal notification period. As used in this Service Schedule, "Service Term" will include any Renewal Terms.

3. All other terms and conditions in the Order will remain in full force and effect and be binding upon the parties. This Addendum will only apply to the Order(s) identified above and will not apply to any other orders. If there is a conflict between this Addendum and the Order(s), the terms of this Addendum will govern. By signing below, each party acknowledges that it has read, understood, and accepts the terms and conditions set forth in the Addendum.

IN WITNESS WHEREOF, this Addendum has been duly executed on the date and year set out below.

JAMES MADISON UNIVERSITY

By: *Katie Forsyth*
Name: Katie Forsyth
Title: Buyer Senior
Date: 06/16/2026

CENTURYLINK COMMUNICATIONS, LLC DBA LUMEN TECHNOLOGIES GROUP

By: *Steve Arneson*
Steve Arneson (May 29, 2026 15:18:11 CDT)
Name: Steve Arneson
Title: Manager - Offer Management
Date: 05/29/2026

EXHIBIT A-Order No. DOC-0001707251
See attached.

EXHIBIT B
LUMEN® MANAGED UC&C CLOUD SERVICE SCHEDULE

1. General. This Service Schedule is applicable to Managed UC&C Cloud Services (the "Services"). "Lumen" is defined for purposes of this Service Schedule as CenturyLink Communications, LLC d/b/a Lumen Technologies Group or its affiliated entities providing services under this Service Schedule. This Service Schedule incorporates the terms of the Master Service Agreement or other service agreement under which Lumen provides service to Customer, and if none, Lumen's standard Master Service Agreement (the "Agreement"). When Service is used to support Customer's Microsoft Teams Tenant, as the term "Tenant" is defined in the Definitions section below, Service may also be referred to as "Lumen Solutions for Microsoft Teams" in Orders, invoices and other documents. Lumen may subcontract any or all of the work to be performed under this Service Schedule. All capitalized terms that are used but not defined in this Service Schedule are defined in the Agreement or Order.

1.1 Additional General Terms. All invoices will be issued to Customer and paid in the currency specified in the Order. Customer will pay such invoices free of currency exchange costs or bank charges. Service charges are exclusive of taxes and presented without reduction for any Withholding Tax, all of which are the responsibility of the Customer. In the event that any payment to be made to Lumen under this Service Schedule should be subject to reduction by reason of a Withholding Tax, Customer agrees to pay Lumen such amounts as would have been necessary so that the aggregate net amount received by Lumen after application of a Withholding Tax is the same amount as would have been received by Lumen if there had been no requirement to deduct or withhold such tax. For Services provided outside the United States, Customer or its local affiliate may be required to enter into a separate local country addendum/agreement (as approved by local authorities) ("LCA") with the respective Lumen affiliate that provides the local Service(s). Such Lumen affiliate will invoice Customer or its local affiliate for the respective local Service.

2. Services. Managed UC&C Cloud Services and features include the following:

2.1 Managed SBC Service & Direct Routing for Microsoft Teams.

Managed SBC Service & Direct Routing for Microsoft Teams ("MSBC & DR-Teams") is a solution that provides call connectivity and support for Customer's Microsoft Tenant utilizing one or more hosted, managed virtual cloud-based Session Border Controllers ("SBCs") on the HALO™ platform and integration of Customer's PSTN Connectivity (defined below) with Customer's Microsoft Tenant via connectivity established when Customer's SIP Trunks are routed and connected to Customer's Microsoft Tenant via the hosted virtual cloud SBCs included in the Service. MSBC & DR-Teams is provided within a shared virtual environment on the HALO platform in the Lumen cloud and can be configured and provided in a single or multiple Lumen designated data centers. For avoidance of doubt, Customer's Microsoft Tenant and PSTN Connectivity are not included as part of the Service. MSBC & DR-Teams is available in three different support models.

2.1.1 Pro-Managed SBC Service & Direct Routing for Microsoft Teams ("Pro-MSBC & DR-Teams") is managed project led provisioning and support of the MSBC & DR-Teams service. Pro-MSBC & DR-Teams includes Lumen provided planning and design, implementation, and management support.

(A) Planning and Design.

- Project set up
- Technical overview (preliminary requirement and solution alignment)
- Technical assessment of Customer environment
- Verification of customer requirements and data gathering of Customer information
- Initial verification of planned solution.

(B) Implementation.

- Configuration of SIP routing directly to Customer Tenant
- Connection of SIP trunking into the virtual cloud-based SBCs on the HALO platform
- Configuration and Management service on multi-tenant HALO SBC in each region
- Configuration of SIP trunks
- Configuration within the Customer Tenant covering:
 - Users
 - Call Queue
 - Auto Attendants
 - Calling policies
 - Call hold policies
 - Voice routing policies
 - Caller ID policies
 - Voicemail policies
 - IP Phone policies
 - Call park policies
 - Dial Plans
 - Holiday Set
 - Hardware
- Configuration of number routing
- Allocation of Direct Routing ("DR") and Bring Your Own Carrier ("BYOC") SBC Channels, channel capacity aligned to HALO SBC Channels which are allocated on a 7:1 User to Channel ratio

EXHIBIT B
LUMEN® MANAGED UC&C CLOUD SERVICE SCHEDULE

- 1x resilient BYOC integration per region (North America, EMEA, APAC)

(C) Management.

- Management of virtual cloud-based SBCs on the HALO platform
- Help Desk (24-hour incident management)

(D) Requirements for Pro-MSBC & DR-Teams. Customers must have a Microsoft Teams Tenant to utilize Pro-MSBC & DR-Teams and Customer will provide Lumen with an M365 user account with the Teams Communication Administrator if Customer wants Lumen provided Tenant configurations.

2.1.2 Co-Managed SBC & Direct Routing for Microsoft Teams. Co-Managed SBC & Direct Routing for Microsoft Teams & Direct Routing ("Co-MSBC & DR-Teams") includes a portal led, automated provisioning of the MSBC & DR-Teams service, and the Lumen supported implementation and management support as detailed under 2.1.1 (B) and (C) of the Pro-MSBC & DR-Teams option. Co-MSBC & DR-Teams is only available for Customers utilizing a Microsoft Teams Tenant.

2.1.3 Self-Managed SBC & Direct Routing for Microsoft Teams. Self-Managed SBC & Direct Routing for Microsoft Teams ("Self-MSBC & DR-Teams") includes a portal led, automated provisioning of the Managed SBC Service and the Lumen supported management support as detailed under 2.1.1 (C) of the Pro-MSBC & DR-Teams option. Self-MSBC & DR-Teams is only available for Customers utilizing a Microsoft Teams Tenant.

2.1.4 Requirements for Co-MSBC & DR-Teams and Self-MSBC & DR-Teams.

(A) Authentication to Microsoft Tenant. To facilitate the auto-provision, portal led enablement of Co-MSBC & DR-Teams or Self-MSBC & DR-Teams support models, Customer is required to have a Global Administrator self-authenticate delegated permissions to allow the Co-MSBC & DR-Teams or Self-MSBC & DR-Teams to provision to the Customer's Teams Tenant via an API.

2.2 Managed SBC Service & Operator Connect for Microsoft Teams. Managed SBC Service & Operator Connect for Microsoft Teams ("MSBC & OC-Teams") is a solution that provides call connectivity via Microsoft's Operator Connect program and support for Customer's Microsoft Tenant utilizing one or more hosted, managed virtual cloud-based Session Border Controllers ("SBCs") on the HALO platform and integration of Customer's Lumen provided PSTN Connectivity (defined below) with Customer's Microsoft Tenant via connectivity established when Customer's SIP Trunks are routed and connected to Customer's Microsoft Tenant via the hosted virtual cloud SBCs included in the Service. MSBC & OC-Teams is provided within a shared virtual environment on the HALO platform in the Lumen cloud and can be configured and provided in a single or multiple Lumen designated data centers. For avoidance of doubt, Customer's Microsoft Tenant and PSTN Connectivity are not included as part of the Service. MSBC & OC-Teams is available in two different support models.

2.2.1 Co-Managed SBC Service & Operator Connect for Microsoft Teams. Co-Managed SBC & Operator Connect for Microsoft Teams ("Co-MSBC & OC-Teams") is a portal led provisioning and support of the MSBC & OC-Teams service and includes Lumen provided implementation, and management support.

(A) Implementation.

- Configuration of SIP routing directly to Customer Tenant
- Connection of SIP trunking into the virtual cloud-based SBCs on the HALO platform
- Configuration and Management service on multi-tenant HALO SBCs
- Configuration of SIP trunks
- Configuration within the Customer Tenant covering:
 - Users
 - Call Queue
 - Auto Attendants
 - Calling policies
 - Call hold policies
 - Voice routing policies
 - Caller ID policies
 - Voicemail policies
 - IP Phone policies
 - Call park policies
 - Dial Plans
 - Holiday Set
 - Hardware
- Configuration of number routing

(B) Management.

- Management of virtual cloud-based SBCs on the HALO platform
- Help Desk (24-hour incident management)

EXHIBIT B
LUMEN® MANAGED UC&C CLOUD SERVICE SCHEDULE

(C) Requirements for Co-MSBC w/Teams OC. Customers utilizing Co-MSBC w/Teams OC will provide Lumen with an M365 user account with the Teams Communication Administrator if Customer wants Lumen provided Tenant configurations.

2.2.2 Self-Managed SBC Service & Operator Connect for Microsoft Teams. Self-Managed SBC Service & Operator Connect for Microsoft Teams ("Self-MSBC & OC-Teams") includes a portal led, automated provisioning of the MSBC & OC-Teams service and the Lumen supported management support as detailed under 2.2.1.B of the Co-MSBC & OC-Teams option.

2.2.3 Requirements for all MSBC & OC-Teams Service.

- (A)** Customer will select and enable Lumen as their Operator in Teams Admin Center (TAC).
- (B)** Customers will procure and maintain an active Microsoft 365 tenant.
- (C)** Customers will procure and maintain the appropriate Microsoft 365 license that contains the "Microsoft Teams Phone".
- (D)** Customer will (a) include a minimum of one emergency address configured within the Customer's Teams Tenant and (b) provide Lumen with an emergency address for each telephone number.
- (E)** Customer is required to separately procure and utilize Lumen provided PSTN Connectivity.

2.3 SBC as a Service Managed Platform. SBC as a Service Managed Platform ("SBCaaS Managed") includes a cloud-based, scalable infrastructure that delivers a reliable, robust and secure platform to allow calls to pass to/from 3rd party services, on-prem devices and PSTN carriers to the rest of the HALO platform. The solution provides call connectivity and support for Customer's Tenant utilizing one or more hosted, Lumen managed virtual cloud-based SBCs on the HALO platform and integration of Customer's PSTN Connectivity (defined below) and users with Customer's Tenant via connectivity established when Customer's SIP Trunks are routed and connected to Customer's Tenant via the hosted virtual cloud SBCs included in the Service. For avoidance of doubt, Customer's Tenant and PSTN Connectivity are not included as part of the Service. Network Connectivity in the form of an MPLS private connection between the SBC and the Tenant is included in the Service when the Customer's Tenant is Cisco Unified Communications Manager Cloud. SBCaaS Managed is available in two support models.

2.3.1 SBC as a Service Pro-Managed Platform Shared. SBC as a Service Pro-Managed Platform Shared ("SBCaaS PRO-SHARED") includes project led provisioning and managed support of the Service on shared infrastructure where Customers can consume cloud-based services on the HALO platform. SBCaaS PRO-SHARED is available with a variety of third party Tenants and includes Lumen provided configuration and implementation and management support.

(A) Configuration and implementation

- Deployed on dual pairs virtual SBCs in geographically redundant data centers
- SBC backup conducted Nightly
- Configured, managed and supported end-to-end
- Network and private cloud environment setup
- SBC infrastructure deployment and licensing
- Capture of call flow requirements (IPs, TNs, Users, etc)
- Configuration of base SBC settings (redundancy, authentication, networking, and monitoring)
- Provisioning and configuration access (SIP interface) certificates
- Provisioning and configuration of management interface certificates
- Advanced SBC configuration
- Integration of third-party services on the SBCaaS platform
- Call routing configuration

(B) Management.

- Management of virtual cloud-based SBCs on the HALO platform
- Help Desk (24-hour incident management)

2.3.2 SBC as a Service Pro-Managed Platform Dedicated. SBCaaS Pro-Managed Platform Dedicated (SBCaaS PRO-DED) includes managed, project led provisioning and support of the Service on a virtual, dedicated SBC instance where the Customer's SBC is not shared with other tenants. SBCaaS PRO-DED can feature read-only access based upon customer requirements, providing visibility of service configuration and call traffic. SBCaaS PRO-DED is available with a variety of third party Tenants and includes Lumen provided configuration and implementation and management support.

(A) Configuration and implementation

- Deployed on dual High Availability Clusters in geographically redundant data centers
- SBC Management Tools access - read only
- SBC Backup conducted nightly
- Configured, managed and supported end-to-end

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- Network and private cloud environment setup
- SBC infrastructure deployment and licensing
- Capture of call flow requirements (IPs, TNs, Users, etc)
- Configuration of base SBC settings (redundancy, authentication, networking, and monitoring)
- Provisioning and configuration access (SIP interface) certificates
- Provisioning and configuration of management interface certificates
- Advanced SBC configuration
- Integration of third-party services on the SBCaaS platform
- Call routing configuration

(B) Management.

- Management of virtual cloud-based SBCs on the HALO platform
- Help Desk (24-hour incident management)

2.4 SBC as a Service Self-Administered Platform. SBC as a Service Self-Administered Platform (“SBCaaS Self-Admin”) includes limited configuration and implementation and a cloud-based, scalable infrastructure that delivers a secure platform to allow calls to pass to/from 3rd party services, on-prem devices, and PSTN carriers to the rest of the HALO platform. SBCaaS Self-Admin is provided on a virtual, dedicated SBC instance that the Customer does not share with other tenants. SBCaaS Self-Admin gives Customer read-write access to the SBC and Customer is responsible for day-to-day configuration and administration of the SBC. The Service provides call connectivity and support for Customer’s Tenant utilizing one or more hosted, self-administered virtual cloud-based SBCs on the HALO platform. and the Service also supports the integration of Customer’s PSTN Connectivity (defined below) and users, with Customer’s Tenant via connectivity established when Customer’s SIP Trunks are routed and connected to Customer’s Tenant via the hosted virtual cloud SBCs included in the Service. For avoidance of doubt, Customer’s Tenant and PSTN Connectivity are not included as part of the Service. Network Connectivity in the form of an MPLS private connection between the SBC and the Tenant is included in the Service when the Customer’s Tenant is Cisco Unified Communications Manager Cloud. SBCaaS Self-Admin is available in four support models.

2.4.1 All four models include the following attributes (“SBCaaS Self-Admin Common Attributes”):

(A) SBCaaS Self-Admin Common Attributes.

- Oracle Vendor Support and Licensing: Oracle SBC license included
- User Access to SBC Management Interface: Five (5) named accounts with access to the CMS for self-management of SBCs included. Additional accounts are available at an additional monthly cost
- Highly scalable: Solution supports up to 40,000 Sessions with options for bursting and extensive customizations are available based on Customer requirements.
- UC Vendor Agnostic: SBCaaS solutions are compatible with any Unified Communications (UC) vendor.
- Carrier agnostic: Local SBCs in regulated locations can connect to the Service SBC for termination into desired endpoints.
- Access to SBC Central Management Suite (CMS) for:
 - SBC Firmware management
 - System Performance Log access: Provides comprehensive log access and analysis
 - Enhanced Session Initiation Protocol (SIP) & Real-Time Transport Protocol (RTP) Analysis: Provides advanced monitoring tools for detailed analysis of SIP and RTP
 - Access to CDR (Call Detail Record) Information

(B) HTTPS and SSH Access. Allows Customers to manage and configure their SBC with HTTPS and SSH access, ensuring encrypted communication and secure remote access.

2.4.2 SBCaaS Self-Administered Basic. SBCaaS Self-Administered Basic (“SBCaaS Self-BASIC”) includes Customer led provisioning and support of the Service. SBCaaS Self-BASIC is available with a variety of third party Tenants and includes the following additional features:

(A) Configuration and implementation.

- Eight (8) consultation hours post go live included for one (1) Month
- SBC Central Management Suite
- SBC backup conducted nightly
- Network and private cloud SBC infrastructure deployment and licensing
- SBC Management Tool access - read only
- Network and private cloud environment setup
- Configuration of base SBC settings (redundancy, authentication, networking, and monitoring)
- Provisioning and configuration of management interface certificates

(B) Management.

- Help Desk (24-hour incident management)

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2.4.3 SBCaaS Self-Administered Standard. SBCaaS Self-Administered Standard ("SBCaaS Self-STANDARD") includes customer led provisioning and support of the Service. SBCaaS Self-STANDARD is available with a variety of third party Tenants and includes the following additional features:

(A) Configuration and implementation

- Deployed on dual pairs virtual SBC's in geographically redundant data centers
- Sixteen (16) consultation hours post go live included for one (1) Month
- SBC Central Management Suite
- SBC backup conducted nightly
- Network and private cloud SBC infrastructure deployment and licensing
- SBC Management Tool access - read only
- Network and private cloud environment setup
- Configuration of base SBC settings (redundancy, authentication, networking, and monitoring)
- Provisioning and configuration of management interface certificates

(B) Management.

- Help Desk (24-hour incident management)

2.4.4 SBCaaS Self-Administered Professional. Self-Administered SBC for SBC as a Service Professional ("SBCaaS Self-PRO") includes Customer led provisioning and support of the Service. SBCaaS Self-PRO is available with a variety of third party Tenants and includes the following additional features:

(A) Configuration and implementation.

- Deployed on dual pairs virtual SBC's in geographically redundant data centers
- Training sessions on Oracle SBC and monitoring tools included
- Twenty-four (24) Consultation hours post go live included for one (1) Month
- SBC Central Management Suite
- SBC backup conducted every twelve (12) hours
- Network and private cloud SBC infrastructure deployment and licensing
- SBC Management Tool access - read only
- Network and private cloud environment setup
- Configuration of base SBC settings (redundancy, authentication, networking, and monitoring)
- Provisioning and configuration of management interface certificates

(B) Management.

- Help Desk (24-hour incident management)

2.4.5 SBCaaS Self-Administered Elite. SBCaaS Self-Administered Elite ("SBCaaS Self-ELITE") includes Customer led provisioning and support of the Service. SBCaaS Self-ELITE is available with a variety of third party Tenants and includes the following additional features

(A) Configuration and implementation.

- Deployed on dual pairs virtual SBC's in geographically redundant data centers
- Training sessions on Oracle SBC and monitoring tools included
- Thirty two (32) Consultation hours post go live included for one (1) Month
- SBC Central Management Suite
- SBC backup conducted every six (6) hours
- Network and private cloud SBC infrastructure deployment and licensing
- SBC Management Tool access- read only
- Network and private cloud environment setup
- Configuration of base SBC settings (redundancy, authentication, networking, and monitoring)
- Provisioning and configuration of management interface certificates

(B) Management.

- Help Desk (24-hour incident management)

2.5 Optional Features of Managed SBC Services and SBCaaS Services.

2.5.1 Advanced Reporting and Analytics with Number Management ("Advanced Reporting and Analytics"). This feature may also be referred to as "Unify Square Power Suite" in Orders, invoices and other documents. Advanced Reporting and Analytics is a unified communications and collaboration ("UC&C") reporting solution of Unisys PowerSuite™ that provides the Customer with reports using metadata gathered from the Customer Tenant, the Service and SIP call data. This feature also includes Number Management as

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described below. Reports and dashboards include: usage and adoption overview; Number Management; executive dashboard; call statistics; call reporting; help desk, overview reports; user satisfaction surveys, notifications data collection and overviews; service health overviews; operational dashboard overview; monitoring dashboard.

2.5.2 Number Management (“Number Management”). This feature may also be referred to as “Unify Square Power Suite” in Orders, invoices and other documents. The Number Management feature of Unisys PowerSuite provides phone number management and displays number inventory within a single interface for search, management, and number assignment to voice-licensed end users.

2.5.3 Tenant Management. Tenant Management is the on-going support of implemented UC&C services for Customer’s required changes to users, numbers, licenses areas within UC&C service application (in Customer’s Tenant) to include the following:

- users
- call queue
- auto attendants
- calling policies
- call hold policies
- voice routing policies
- caller ID policies
- voicemail policies
- IP phone policies
- call park policies
- dial plans
- holiday set
- hardware

If Customer wishes to activate the Tenant Management feature, Customer must provide Lumen with the necessary role-based access to Customer’s Tenant. For avoidance of doubt, Tenant Management does not provide any implementation, administration, support or management of any Emergency Calling functionality or responsibilities. Tenant Management does not include raising support tickets directly with Customer’s Tenant provider for support issues with Customer’s Tenant environment.

2.5.4 Managed SBC Registration of device. The Managed SBC Registration of device feature supports the integration of devices such as door entry units, handsets, and ATAs, into the HALO platform, allowing calls to pass to/from the SIP registration devices. The feature provides the ability to make/receive calls from any other Customer endpoint or service that is served by HALO platform to the SIP registration devices.

(A) Customer is responsible for the following in support of the Managed SBC Registration of device feature:

- Customers require another service on the HALO platform to interact with (PSTN, Customer Tenant.)
- Access to the public internet
- Access to DNS that supports DNS TTL
- Appropriate LAN & WAN environment with NAT used
- SIP ALG + SIP Helpers disabled on firewalls
- DID numbers (new or existing) that can be ported to PSTN Connectivity
- Devices that support SIP registration (SIP version 2.0)

2.6 Service Orders. Services ordered by Customer, charges for the Services, ancillary features and services, and the Service Term will be set out in the Order. Notwithstanding anything to the contrary in the Agreement, Lumen will notify Customer of acceptance of requested Service in the Order by the earlier of delivery (electronically or in writing) of an Order Confirmation notice or delivery of the Service.

2.7 Term. The Service Term for the Services will be set forth in the Customer Order and commence on the Service Commencement Date as defined in the Agreement. Notwithstanding anything to the contrary in the Agreement, upon expiration of the Service Term set out on the Order, the Services will automatically renew for successive annual terms (each a “Renewal Term”) unless either party gives at least sixty (60) days’ notice in writing of its decision not to renew, and in such case the Service will expire at the end of the current Service Term. If the Customer term is automatically renewed for any Renewal Term pursuant to this Clause, the terms and conditions applicable to the Renewal Term will be the same terms and conditions in effect for the term immediately prior to such renewal, unless Customer is presented with updated terms and conditions in advance of the renewal notification period. As used in this Service Schedule, “Service Term” will include any Renewal Terms.

2.8 Service Objectives and Service Levels.

The following Service Levels apply only if Customer is the end-user of the Services. Service Levels do not apply to Excused Outages.

2.8.1 Availability Service Objective. The Availability Service Objective for the Services is 99.9% except as otherwise noted. The Availability Service Objective SBC as a Service Self-Administered Platform is 99.995%. Services are considered “Unavailable” in the event of a Priority Level 1 incident (defined below). Availability is calculated over three (3) month periods by taking the total

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accumulated Services cover time, less the accumulated Unavailability and dividing it by the total accumulated Services cover time. The Availability Service Objective applies only to the Managed SBC Service, SBC as a Service and Managed SBC Registration of Device. The Availability Service objective does not apply to the internet, Customer's PSTN Connectivity, Network Connectivity, Customer infrastructure, Advanced Reporting and Analytics, Number Management, Tenant Management or components outside of the designated Services. Lumen will endeavor to meet the Availability Service Objective, but Lumen and its vendors will have no liability whatsoever for failure to meet the Availability Service Objective.

2.8.2 Incident Service Restoration Service Level. Time to restore will be measured from the time Customer opens a trouble ticket with Lumen until the affected Services are restored. Lumen will respond to incidents with an acknowledgement to Customer within 30 minutes from the time the trouble ticket is opened and restore Services within the following schedule:

Severity	Restore
Priority Level 1	4 Hours
Priority Level 2	8 Hours
Priority Level 3	20 Working Hours
Priority Level 4	40 Working Hours

"Working Days" – means Monday to Fridays (inclusive) only and exclusive of Regional bank and public holidays.

"Working Hours" – means 08.00 to 18.00 (inclusive) on Working Days.

"Region" means that country or countries where the Service is being provided. "Regional" will be construed accordingly.

The Severity level of each incident will be determined by Lumen based upon the following criteria:

Severity	Incident Examples
Priority Level 1 – Critical Business Disruption	A critical incident is occurring, and all users within the Customer Organization are unable to use the Managed SBC Service. OR There is a total loss of the Managed SBC Service on Cloud-based SBC on the HALO platform across an entire Customer Organization or Customer Site. Loss of Halo platform functionality
Priority Level 2 – Major Business Disruption	Major Incident is occurring, and the Customer Organization or Customer Site is experiencing the total loss of a Key Feature
Priority Level 3 – Minor Business Disruption	Minor Incident is occurring, and the Customer Organization or Customer Site is experiencing. <ul style="list-style-type: none"> • Loss of a non-Key Feature of the Service • Disruption to a Key Feature. • Disruption to the Cloud-based SBCs on the HALO platform
Priority Level 4 – Low Business Disruption	There is a loss or disruption to any of the Services that is impacting individual users.

"Customer Site" means a single geographical location where the Services are deployed.

"Customer Organization" is all Customer Sites.

"Key Feature" means:

- Advanced Reporting and Analytics
- Number Management

(A) Incident Service Restoration Service Credits. Lumen does not provide any Service Level credits for SBC as a Service Self-Administered Platform Service unless the failure is the result of loss of Halo platform functionality, the Tenant Management, Advanced Reporting and Number Management features, or any functionality beyond the scope of supported Service including but not limited to Customer's Tenant, the internet, Customer's PSTN Connectivity, network connectivity, Customer infrastructure, cyber security risks and issues confined to Customer's environment. If Customer reports a minimum of 10 incidents during the three-month period commencing with the first full billing cycle or any succeeding three-month period thereafter and Services are not restored within the time limits set forth in the above table for reasons other than an Excused Outage, Customer will be entitled to a service credit calculated as a percentage of three (3) months' worth of the monthly recurring charges. Service credits are based on the cumulative percentage of incidents which Lumen restored within the applicable time limits over a three (3) month period as set forth in the following table.

Percentage of Incidents restored within the applicable time limits in any three (3) month period	Service Credits as a Percentage of three (3) months of Monthly Recurring Charges
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≥ 97%	0
< 97% but ≥ 96%	0.75%
< 96% but ≥ 95%	1.75%
< 95% but ≥ 90%	2.75%
< 90%	4.75%

(B) Credit Limitations. Customer will not be entitled to Service Level credits for missed Service Levels due to Excused Outages or if Customer does not timely submit the request for service credit. Credits are not applied to governmental fees, taxes, surcharges and similar additional charges.

2.8.3 Any terms in the Agreement regarding a right of termination for an installation delay will not apply to any of the Services that are subject to this Service Schedule.

3. Customer Responsibilities and Authorizations.

3.1 Customer must separately purchase licenses for the Service supported Tenant for use with the Service.

3.2 PSTN Connectivity. Customer must separately purchase connectivity to the Public Switched Telephone Network ("PSTN Connectivity") for use with the Service. The charges for PSTN Connectivity are not included in the Service charges. PSTN Connectivity must be provided in the form of SIP Trunks and may be purchased from Lumen or a third-party service provider ("PSTN Service Provider") subject to the requirements of the Service.

3.3 Network Connectivity. Except as otherwise provided in this Service Schedule, network connectivity is not part of the Service. Customer must separately purchase sufficient network connectivity to use with the Service. If Customer selects an access type that does not provide guaranteed end-to-end Quality of Service ("QoS"), Customer may experience call quality issues. Customer acknowledges that the only way to resolve quality issues related to connectivity that does not provide end-to-end QoS may be to move to another connectivity type that provides end-to-end QoS.

3.4 Customer Infrastructure and Customer Tenant. Customer is responsible for their network infrastructure that must be integrated with Customer Tenant or used in conjunction with the Service including but not limited to Customer's "Active Directory" or Identity and Access LDAP, local area network (LAN), wide area network (WAN) personal computer environments, devices, firewall infrastructure, and third party software not provided under the Services, Customer is responsible for network testing within Customer's LAN & WAN to assess suitability. The Customer is responsible for all power requirements of devices. It is the Customer's responsibility to ensure devices have a compatible firmware version and to configure the provisioning details within the device. Service does not include any remedial work to prepare Customer's infrastructure for integration or use with the Service and any required work will be Customer's responsibility. Customer will provide Lumen with administrative access to Customer's Tenant as necessary for Lumen to provide and test the Service and features.

3.5 Customer Support Desk. Customer will provide a support desk function to its end users of the Services. Before reporting any faults, Customer's support desk will complete all initial troubleshooting to ensure the problem is not related to equipment or services not within the scope of the Services. Such troubleshooting will include, but is not limited to, assessing the applicable devices and operating systems, peripheral devices, any firewall configuration and connectivity not provided or managed by Lumen. If Customer's support desk determines the fault is related to the Services, the Customer must report the fault by entering a ticket with the Lumen Help Desk.

3.6 SBCaaS Self-Administered Platform Service Customer Responsibilities. If Customer is utilizing SBCaaS Self-Admin then Customer is solely responsible for all configurations of the SBC made by Customer. Customer acknowledges and understands that the configuration of the SBC and management of the SBC may impact the functionality of the SBC and Emergency Calling up to and including outages and periods of degradation of the SBC, and Lumen and its supplier will have no liability whatsoever for failure of SBC functionality or impacts to Emergency Calling.

3.7 Access to Emergency Response Services.



POTENTIALLY HAZARDOUS SITUATION WHICH IF NOT AVOIDED COULD RESULT IN DEATH OR SERIOUS INJURY. PLEASE READ CAREFULLY.

LUMEN RECOMMENDS THAT CUSTOMER AND END USERS ALWAYS HAVE AN ALTERNATIVE MEANS OF ACCESSING TRADITIONAL EMERGENCY SERVICES.

3.7.1 Emergency Calling Capability and Customer's Obligations and Acknowledgement of Limitations. SERVICES PROVIDED UNDER THIS SERVICE SCHEDULE DO NOT PROVIDE EMERGENCY CALLING CAPABILITY. CUSTOMER'S EMERGENCY CALLING INFORMATION MAY TRAVERSE SBCs INCLUDED IN THE SERVICE. Customer is responsible for any and all set up, configuration and updates to the Tenant for Emergency Calling. "Emergency Calling" is the ability to access emergency response services associated with the Registered Location, by dialing the relevant emergency numbers in a jurisdiction (e.g., 911, 999, 112). 911 emergency services will not be available or may not function properly (e.g., they may not route to the correct public safety

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answering point or "PSAP") where Customer's connection to the SBC fails or degrades for any reason, such as failures resulting from power outages. The administration of Customer's unified communications network, and the responsibility for ensuring Customer's Emergency Calling Provider receives accurate user location information (also known as automatic location identification/"ALI" in North America and calling line identifier/"CLI" in Europe) associated with Emergency Calling will remain the responsibility of Customer. Lumen specifically disclaims any such obligation.

Disclosures of the general and Service-specific limitations associated with (i) accessing emergency response services or; (ii) supplemental services that may interface with Emergency Calling (the "Advisory") are available to Customer at <https://www.lumen.com/911advisory>. **Effective upon posting, Lumen may modify the limitations or requirements provided in the Advisory if in Lumen's reasonable opinion, modifications are necessary or advisable to comply with the currently evolving Emergency Calling laws, rules and regulations.** Customer acknowledges that it has been advised of its obligations and the limitations contained in the Advisory and further acknowledges its understanding by signing the applicable Order for Service.

3.7.2 SBC Limitations and Customer Obligations.

(A) Services provided under this Service Schedule may include implementation of an SBC into Customer's unified communications network and Lumen's configuration and management of the SBC. Customer understands that Lumen's configuration of the SBC will be dependent upon the architecture of Customer's unified communications network and that Customer is responsible for providing Lumen with complete and accurate information regarding Customer's unified communications network. Customer understands that information associated with Emergency Calling received by the SBC from Customer's ingress trunks will be transmitted unchanged to Customer's egress SIP trunks. Customer further understands that it is Customer's responsibility to correctly configure Customer's unified communications network and if Lumen is providing management of the SBC it is Customer's responsibility to notify Lumen of subsequent modifications to Customer's unified communications network, including changes to its Tenant environment, and failure to notify Lumen of changes to Customer's unified communications network may impact Emergency Calling for Customer and Lumen's original configuration of the SBC and ability to manage the SBC.

(B) Services provided under this Service Schedule may include implementation of an SBC into Customer's unified communications network and Customer's configuration and management of the SBC. Customer understands that Customer's configuration and management of the SBC may impact Emergency Calling for Customer.

3.7.3 Emergency Address for Operator Connect. Customer is solely responsible for adding all emergency addresses into Customer's Microsoft Team's Tenant, and there must be, at a minimum, one emergency address in the Tenant when Service includes Operator Connect. Customer is also solely responsible for providing Lumen or Lumen's supplier with an accurate emergency address for each telephone number to be used with Operator Connect and Customer is solely responsible for all management and updates to such emergency address after it is uploaded into Customer's Microsoft Teams Tenant.

3.7.4 Limitation of Liability. LUMEN, ITS AFFILIATES, AGENTS AND CONTRACTORS WILL NOT HAVE ANY LIABILITY WHATSOEVER FOR ANY PERSONAL INJURY TO OR DEATH OF ANY PERSON, NOR FOR ANY LOSS, DAMAGE OR DESTRUCTION OF ANY PROPERTY, RELATING TO EMERGENCY CALLING. CUSTOMER WILL DEFEND LUMEN AND ITS AFFILIATES, AGENTS AND CONTRACTORS FROM ANY CLAIM, DEMAND, ACTION OR LIABILITY ARISING OR RELATED TO, (i) CUSTOMER'S FAILURE TO PERFORM ITS OBLIGATIONS ASSOCIATED WITH EMERGENCY CALLING (INCLUDING WITHOUT LIMITATION, FAILURE TO PROPERLY CONFIGURE CUSTOMER'S UNIFIED COMMUNICATIONS NETWORK TO SUPPORT EMERGENCY CALLING; WHEN UTILIZING SBCaaS SELF-ADMIN, FAILURE TO PROPERLY CONFIGURE OR MANAGE THE SBC TO SUPPORT EMERGENCY CALLING; FAILURE TO ADVISE LUMEN OF CHANGES TO CUSTOMER'S UNIFIED COMMUNICATIONS NETWORK; OR FAILURE TO ADVISE END USERS OF ALL LIMITATIONS); AND (ii) THE ACTS AND OMISSIONS OF CUSTOMER, CUSTOMER'S END USERS OR CUSTOMER'S THIRD PARTY PROVIDERS THAT CAUSE, GIVE RISE TO OR BRING ABOUT THE NON-COMPLIANCE OF THE SERVICE WITH APPLICABLE LAW (INCLUDING WITHOUT LIMITATION THE FAILURE TO PURCHASE OR IMPLEMENT FEATURES THAT ENABLE COMPLIANCE WITH LAWS). CUSTOMER WILL ALSO PAY ANY COSTS OF SETTLEMENT, DAMAGES, FINES, PENALTIES, AND EXPENSES, INCLUDING REASONABLE ATTORNEYS' FEES, ASSESSED AGAINST OR INCURRED BY LUMEN OR ITS AFFILIATES, AGENTS, OR CONTRACTORS IN CONNECTION WITH A CLAIM, DEMAND, ACTION, OR LIABILITY GOVERNED BY THIS PROVISION.

3.8 Charges. The charges for the Services may be comprised of a non-recurring charge ("NRC") and monthly recurring charges ("MRCs") calculated on a per user basis as set out in the relevant Customer Order. Additional monthly recurring charges or non-recurring charges also may apply to additional services, optional features from Lumen. Charges are due and payable in accordance with the Agreement and will be set out in the Customer Order. The charges for other Lumen services purchased in conjunction with the Services will be set forth in the relevant rate sheet or Customer Order as described in the applicable Service Schedule.

3.9 True Forwards. Lumen reserves the right to audit the quantity of enabled users/licenses, or maximum number of concurrent sessions for designated Services, and in the event that the audit reveals that the number of users/licenses, or maximum number of concurrent sessions that are enabled for the Customer exceeds the number of users/licenses, or maximum number of concurrent sessions for which the Customer is currently subscribed, Lumen may increase the number of users/licenses or concurrent sessions under the Customer's subscription on a go forward basis to reflect the number of enabled users/licenses or maximum number of concurrent sessions as identified in the audit ("True Forward"). Lumen will notify Customer in writing of any increases to the number of users/licenses or maximum number of concurrent sessions that will be attributed to Customer's subscription and Customer's

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subscription will be automatically adjusted to reflect the additional enabled users/licenses or concurrent sessions count. In the month following an audit, Lumen will invoice Customer for any additional users/licenses or concurrent sessions added to Customer's subscription according to the unit price Customer is currently charged for the existing affected Services. All new users/licenses or concurrent sessions added to Customer's subscription via the True Forward process will be co-terminus with the original Service that is being augmented. Customer will have ten (10) days from Lumen's notification to validate and, if necessary, dispute the user/license or concurrent session quantities. Any dispute by Customer must be made to Lumen in writing within such 10 days, or Customer's validation of the new users/licenses or concurrent sessions count will be assumed. Unless otherwise specified in this schedule, Lumen may perform an audit of a Service on an annual basis anytime on or after the anniversary date of the Service Commencement Date for the Services.

3.9.1 Users/Licenses/Session Counts Definitions. The following Services are subject to True Forwards and users/licenses/session counts are defined and counted in the following ways.

(A) Managed SBC. When used in connection with Managed SBC, users/licenses are defined as the number of assigned Microsoft Teams Phone System licenses or equivalent PSTN calling enabling licensing, whether included with a Microsoft license (e.g. "E5") or procured as a separate add-on license, that are within the Customer's tenant and are configured to use the PSTN gateway provided as part of the Managed SBC service.

(B) Tenant Management. When used in connection with Tenant Management, users/licenses are defined in the same manner as Managed SBC; the Tenant Management user/license count will equal the Managed SBC user/license count if Customer has subscribed to both services.

(C) Advanced Analytics & Reporting with Number Management. When used in connection with Advanced Analytics and Reporting, users/licenses are defined as enabled accounts. "Enabled Account" means unique accounts, users/licenses, and telephone numbers enabled on one or more unique platforms, including the Customer's Tenant, for which the feature is collecting and analyzing data and identified as "Enabled Users" in the PowerSuite portal. Advanced Analytics and Reporting is licensed per Enabled Account. The definition of Enabled Account is independent of the workloads and/or associated, specific account configuration.

(D) Number Management. When used in connection with Number Management users/licenses are defined as the total number of telephone numbers being managed in the PowerSuite system and are identified as "Phone Numbers Total" in the PowerSuite portal.

(E) Session Count. When used in connection with Managed SBC Service that is billed based upon the number of sessions, the session count is defined as maximum number of concurrent sessions of the Service in use by the Customer, based upon consumption reports since the later in time of the Commencement Date or the last annual consumption report.

3.9.2 Customer Responsibilities in True Forward Reconciliation Process.

(A) When Lumen initiates an audit of Customer's users/licensors for Managed SBC Service or the Tenant Management feature Customer will provide its consent for Lumen or its supplier to access the users/licenses data on Customer's Tenant via the Service Manager application, or if Customer will not provide its consent to the use of the Service Manager application to access the data, Customer agrees that Customer will access and provide the users/licenses data from its Tenant by following the detailed instructions provided by Lumen. If Customer fails to provide consent to the Service Manager application or to provide the required Tenant data within the 5 business days of Lumen's request, Lumen may apply and invoice Customer for a 20% increase in users/licenses counts for all True Forward applicable services in the month following the audit and thereafter through the end of the Service Term

(B) If Lumen's supplier or supplier's licensor detects a fifteen percent (15%) or more cumulative increase in users/licenses for the Advanced Reporting & Analytics or Number Management feature(s) within the PowerSuite service portal, Lumen will notify Customer in writing of the number of additional users/licenses that will be attributed to Customer's subscription and Customer's subscription and charges will be automatically adjusted to reflect the additional enabled user/license count. Notwithstanding anything to the contrary in this Service Schedule, Lumen may initiate the True Forward reconciliations at any time during the Service Term for Advanced Reporting & Analytics or Number Management features.

(C) When an audit results in an increase in the users/licenses/session counts applicable to Customer's subscription, all increases to the users/licenses/ session counts will apply until the applicable Service is terminated. Users/licenses or session counts may increase one or more times during the Service Term, but users/licenses/session counts will never decrease during the Service Term.

3.10 Cancellation and Termination. This section applies in lieu of any other provision regarding cancellation and termination charges within the Agreement that may otherwise apply to the Service.

3.10.1 Customer may cancel an Order (or a portion of an Order) prior to the delivery of a Connection Notice upon written notice to Lumen identifying the affected Order and Service. If Customer does so, Customer will pay Lumen a cancellation charge equal to (i) the sum of all charges incurred by Lumen as a result of the cancellation including but not limited to any third party cancellation or termination charges for the cancelled Service; (ii) all non-recurring charges and (iii) Lumen's out-of-pocket costs (if any) incurred in constructing facilities necessary for Service delivery.

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3.10.2 Customer may terminate a specified Service after the delivery of a Connection Notice upon 30 days' written notice to Lumen. If Customer does so, or if Service is terminated by Lumen as the result of Customer's default, Customer will not be entitled to any refund of pre-paid amounts and Customer will pay Lumen a termination charge equal to the sum of (i) any outstanding amounts for Services already provided; (ii) 100% of any recurring charges which would have been charged for the remainder of the Service Term; and (iii) if not recovered by the foregoing, any termination liability payable to third parties resulting from the termination and any out-of-pocket costs of construction to the extent such construction was undertaken to provide the Service. The charges in this Section represent Lumen's reasonable liquidated damages and are not a penalty.

3.11 Warranty. Customer represents and warrants that it has all rights and licenses necessary to use Customer software or the applicable Tenant required in connection with its use of the Services, and that it is compliant with any such rights it has been granted and any such licenses.

3.12 Customer will defend Lumen, its directors, officers, and employees from any loss, damage, expense or liability related to any actual or alleged third party claim including reasonable attorney's fees, arising from or relating to Customer's violation or alleged violation of the "Warranty" section above or from any content or services provided or delivered by or for Customer in connection with the Services.

3.13 HIPAA. The parties acknowledge and agree that the Service does not maintain, store, or access Protected Health Information or similar sensitive data and instead operates as a 'mere conduit' service and therefore is not subject to HIPAA compliance. The foregoing will not be interpreted to limit or change any compliance obligations, including HIPAA and Business Associate requirements, with regard to other services or platforms with which the Service connects.

3.14 The Customer will provide Lumen with all necessary cooperation, information and support in a timely fashion that may reasonably be required by Lumen for the performance of the Services.

3.15 To the extent Customer utilizes the Service in Australia, Customer agrees that Customer does not require an itemized invoice for the SBC portion of the Service in accordance with section 13(3) of Schedule 2 of the [Australian] Telecommunications Act of 1997.

3.16 Customer acknowledges that all third party components of the Services are subject to the applicable supplier's decision to (i) not continue to provide or renew its services and/or products and/or programs with Lumen; (ii) modify or end of life a component(s); or (iii) change licensing models, software packages or service packages. If any of the foregoing occurs, Lumen will (i) use commercially reasonable efforts to migrate Customer to another comparable Lumen service at any time. Such migration will occur without regard to Customer's current term; or (ii) notify Customer of additional or changed supplier requirements which may require a change or modification to the Service(s), which may require a new Service Order and pricing.

3.17 Unauthorized Use. Customer may not use the Services in a manner that is prohibited by this Agreement, which, for clarity, includes any use of the Services for fraudulent purposes or in violation of applicable law. If any discovered or reasonably suspected misuse by a Customer constitutes a violation of applicable law, regulatory requirements, or the AUP, Lumen may terminate Customer's access to the Services immediately upon written notice and such termination by Lumen will be considered termination cause for under this Agreement.

3.18 Service Limitations for SBC as a Service.

3.18.1 Transcoding is not supported as standard.

3.18.2 Customer cannot provide their own Oracle licensing to the SBCaaS. Licensing must be supplied by SBCaaS.

3.18.3 Integration with 3rd party authentication providers is not provided as standard.

3.18.4 ELIN E911 is not supported.

4. Additional Terms, Service Limitations and Disclaimers.

4.1 No Resale. Notwithstanding anything to the contrary in the Agreement, the Services are retail only service and resale of the Services in any form is strictly prohibited. This provision may only be changed by amendment to this Service Schedule in writing executed by authorized representatives of Customer and Lumen.

4.2 Customer will not sell, license, lease, rent, loan, lend, transmit, network, or otherwise distribute or transfer the Services and/or Documentation in any manner to third parties.

4.3 Intellectual Property; Software.

4.3.1 Lumen, its supplier or supplier's licensor is the owner or licensee of all intellectual property rights forming part of the Services and Documentation (including the trademarks, trade names or service marks of the supplier or its licensor (the "Marks")). Except as expressly set forth in this Schedule, nothing in this Schedule or the performance of it conveys, or otherwise transfers any right, title, or interest in any intellectual property or other proprietary rights held by Lumen, its suppliers or its licensors. Nothing in this schedule or

EXHIBIT B
LUMEN® MANAGED UC&C CLOUD SERVICE SCHEDULE

any license granted pursuant to this schedule will be construed to convey or transfer any ownership or proprietary interest in any intellectual property rights forming part of the Services, Documentation, or the Marks to the Customer or any third party.

4.3.2 For the Term of the Service reflected in the Order, Customer may use the descriptions of the Services and utilize Documentation strictly in accordance with applicable terms and conditions and solely to the extent necessary to utilize the Services; provided however, Customer will treat the Documentation as "confidential" pursuant to the terms of the Agreement and any applicable confidentiality agreement(s) by and between Customer and Lumen.

4.3.3 Software. Customer agrees that any third party software or access to third party software including any corresponding Documentation, provided to Customer by Lumen or its suppliers in connection with the Service will be used strictly in accordance with all applicable licensing terms and conditions. All rights in and to any such third-party software are reserved by and remain with the applicable third parties. With regard to any software provided as part of or in association with the Services, Customer agrees not to: (i) copy or permit any software associated with the Services to be copied; (ii) remove copyright or confidentiality notices contained thereon; (iii) amend, enhance, modify, merge adapt or translate the software; or (iv) disassemble, decompile or reverse engineer any software. Any software (including related Documentation) that may be provided by Lumen or its third party licensors to Customer may only be used by Customer in connection with the Services. Customer acknowledges and agrees that it is solely responsible for ensuring its software and systems are current and supportable with respect to any such software.

4.4 Customer Data. Customer will comply with applicable law regarding data processing and data transfers across jurisdictions. With respect to any personal data or information, Customer is solely responsible for: (i) ensuring the lawful basis of such processing; and (ii) notifying any end user that Customer has provided such end user's personal data to Lumen and its suppliers (if applicable) for the purposes of allowing Lumen and its suppliers to use, store, process and transfer personal data or content to the extent necessary to provide the Service. The parties acknowledge that it may be necessary to provide each other with certain personal data necessary for the performance of each party's obligations under this Service Schedule, namely business contact information. The parties agree that each is a data controller in its own right with respect to any such personal data exchanged under this Service Schedule and each will be independently and separately responsible for complying with its obligations as a controller under applicable data protection laws. Any personal data exchanged under this Service Schedule will be limited solely to the extent necessary for the parties (and applicable vendors) to perform their obligations or exercise their rights under this Service Schedule and in connection with the performance of the Services in locations worldwide to support the provision of the Service.

4.5 Additional Limitation of Liability. Except for the payment and defense obligations of Customer and subject to the Damages Limitations provision in the Agreement or similar waiver of consequential damages provision, the total aggregate liability of each party arising from or related to the claim will not exceed in the aggregate the total MRCs and NRCs paid or payable to Lumen for the affected Services in the three (3) months immediately preceding the first event giving rise to the cause of action ("Damage Cap").

4.6 SBC as a Service will include 10 CPS (calls per second) per 500 Sessions. If additional CPS are required, these are chargeable.

5. Definitions.

"Central Management Suite" is a tool that allows Customer to log in to view their SBC estate and do firmware patching.

"Documentation" means any means descriptions of the Services, technical specifications, user manuals, operating manuals, process definitions, reports or other documentation prepared by Lumen or its suppliers and provided to Customer.

"Emergency Calling Provider" means the PSTN Service Provider or such other third party provider of Emergency Calling that Customer may choose to utilize to support the Tenant.

"Excused Outage" means any event that adversely impacts the Service that is caused by: (a) the acts or omissions of Customer, its employees, contractors or agents, or its end users; (b) the failure or malfunction of equipment, applications, or systems not provided as part of the Service; (c) Customer's failure to release the Service for testing or repair and continuing to use the Service on an impaired basis; (d) Lumen's termination of Service for cause or Customer's use of Service in an unauthorized or unlawful manner; (e) improper or inaccurate specifications provided by Customer; (f) intentional shutdowns due to emergency intervention during security related incidents; (g) Customer-initiated changes to the network environment or architectures; and (h) force majeure events.

"Managed SBC Service" means Managed SBC Service & Direct Routing for Microsoft Teams, Managed SBC Service & Operator Connect for Microsoft Teams, and Managed SBC Service for SBC as a Service, and all support models under each.

"Management Tool" is the tool that Customers log into and utilize to do their SBC configurations.

"SBC as a Service" or "SBCaaS" means SBC as a Service Managed Platform and SBC as a Service Self-Administered Platform, and all support models under each.

EXHIBIT B
LUMEN® MANAGED UC&C CLOUD SERVICE SCHEDULE

“Service Manager” means the software of a Lumen supplier, that can be used to remotely access the Customer’s Microsoft Teams tenant for the sole purpose of obtaining the quantity of Customer’s end users/licenses with access to or otherwise configured to the Services.

“Tenant” means Customer’s cloud based, service provider unified communications and collaboration application.

“Withholding Tax” means any amount or account of tax on sources of income which a payor is obliged to deduct from payments due to a recipient and account for or to any tax authority.

Version: June 24, 2025

Customer Information and Contract Specifications

Customer Name: James Madison University
Account Number: 2-CKRCVS

Currency: USD
Monthly Recurring Charges (MRC): \$2,800.00
Non Recurring Charges (NRC): 0

Service Order

Service Address	Description	Order Type	Term (Months)	Qty	Unit MRC	Unit NRC	Total MRC	Total NRC	Country
800 S MAIN ST HARRISONBURG VIRGINIA 22801 3104 UNITED STATES	Cloud Sessions Co Managed Direct Routing	New	36	250	\$7.00		\$1,750.00		USA
	SBCaaS Pro Managed - Shared One Region			150	\$7.00		\$1,050.00		USA
	Subtotal						\$2,800.00	\$0.00	
	Totals						\$2,800.00	\$0.00	

*If the Service Address column above is blank, no Service Address is required for the Service or the Service Address is identified as a data center in the Description column.

SLED Terms and Conditions Governing This Order

1. "Lumen" is defined for purposes of this Order as CenturyLink Communications, LLC d/b/a Lumen Technologies Group or its affiliated entities providing Services under this Order. The Lumen entity providing Services is identified on the invoice. This Order is subject to the applicable state or municipal public records laws governing Customer and is nonbinding until accepted by Lumen, as set forth in section 4. Customer places this Order by signing or otherwise acknowledging (in a manner acceptable to Lumen) this document and returning it to Lumen. Pricing is valid for 90 calendar days from the date indicated unless otherwise specified.
2. Prior to installation, Lumen may notify Customer in writing (including by e-mail) of price increases due to off-net vendors or increased construction costs. Customer has 5 business days following notice to cancel this Order without liability; or otherwise, Customer is deemed to accept the increase.
3. If a generic demarcation point (such as a street address) is provided, the demarcation point for on-net services will be Lumen's Minimum Point of Entry (MPOE) at such location (as determined by Lumen). Off-net demarcation points will be the off-net vendor's MPOE. If this Order identifies aspects of services that are procured by Customer directly from third parties, Lumen is not liable for such services.

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4. The service(s) identified in this Order (the "Service(s)") is/are subject to the current, unexpired services agreement between Customer and Lumen ("Existing Agreement") provided if a service attachment describing the Services is not included in the Existing Agreement, then the current standard applicable Lumen Service Attachment(s) will apply in addition to the Existing Agreement. If Customer and Lumen do not have a current Existing Agreement, Services are subject to Lumen's standard Master Service Agreement(s), State, Local and Education Government Agencies Version, Public Safety Version for public safety services, or E-Rate Version for E-Rate eligible services (each, a "Lumen MSA"), and applicable Service Attachment(s) for the Services described in this Order will govern, copies of which are available at <https://www.lumen.com/en-us/about/legal/business-customer-terms-conditions.html> or upon request, unless Customer has executed a service agreement with Lumen or one of its affiliates applicable to the Services on this Order. In that case, the most recent service agreement will apply to the extent not inconsistent with this Order and the current Service Schedule(s) will apply and is/are specifically incorporated into the applicable agreement by this reference. Customer will accept and pay all charges indicated on invoices for the Services.

Notwithstanding anything to the contrary, Lumen will notify Customer of acceptance of requested Service in this Order by delivering (in writing or electronically) the date by which Lumen will install Service (the "Customer Commit Date"), by delivering the Service, or by the manner described in a Service Schedule. Lumen will deliver a written or electronic notice that the Service is provisioned, at which time billing will commence. At the expiration of the Service Term, Service will continue month-to-month at the existing rates, subject to change by Lumen on 30 days' written notice. If the service agreement or applicable service specific terms do not include cancellation or early termination charges and if Customer cancels or terminates Service for any reason other than Lumen's uncured default or if Lumen cancels or terminates or cause, then Customer will pay Lumen's standard cancellation or early termination liability charges in the current standard Lumen MSA.

5. Neither party will be liable for any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of data or cost of purchasing replacement service, or any indirect, incidental, special, consequential, exemplary or punitive damages arising out of the performance or failure to perform under this Order. Customer's sole remedies for any nonperformance, outages, failures to deliver or defects in Service are contained in the service levels applicable to the affected Service.
6. Transport services ordered from Lumen will be treated as interstate for regulatory purposes except as otherwise agreed to in writing.
7. Charges for certain Services are subject to (a) a monthly property tax surcharge and (b) a monthly cost recovery fee per month to reimburse Lumen for various governmental taxes and surcharges. Such charges are subject to change by Lumen and will be applied regardless of whether Customer has delivered a valid tax exemption certificate. For additional details on taxes and surcharges that are assessed, visit <http://www.lumen.com/taxes>.
8. Unless otherwise set forth in a Service Attachment, Customer will pay Lumen's standard ancillary charges for expedites and additional activities, features, or options as set forth in the Ancillary Fee Schedule, available at <http://www.lumen.com/ancillary-fees>. If Lumen cannot complete installation due to Customer delay or inaction, Lumen may begin charging Customer and Customer will pay such charges.
9. For colocation, data center and/or hosting services, pre-arranged escorted access may be required at certain locations, and cross connect services are subject to whether facilities are available at the particular location to complete the connection.

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10. Compliance with Laws. The parties comply with all laws and regulations applicable to the execution of this Order and to the provision of Services by Lumen, including, as applicable, procurement laws or regulations regarding cumulative purchases of Services by Customer.
 11. E-Rate and/or RHC/HCF Funding. If Customer applies for or seeks E-Rate and/or RHC/HCF funding for the Service(s) to be provided under this Order, Customer's Service(s) will be governed by a current eligible Existing Agreement, or if Customer and Lumen do not have a current eligible Existing Agreement, the Lumen E-Rate MSA or Lumen SLED MSA with the E-Rate and/or RHC/HCF Program Addendum will apply and must be executed contemporaneously with this Order.
 12. If your network service utilizes TDM technologies, then the following applies: (a) During the Service Term and on 60 days' prior written notice, Lumen may re-provision Customer's off-net TDM services ("Service Re-provision"). If Customer objects to the Service Re-provision, Customer may terminate the affected service by notifying Lumen in writing within 30 days of the date of the Service Re-provision notification; and (b) During the Service Term, Lumen may increase rates for off-net TDM services. Lumen will provide Customer 60 days' prior written notice before implementing the increase ("Rerate Notice"). If Customer objects to the increase, Customer must notify Lumen in writing within 30 days of the date of the Rerate Notice whether Customer will (i) receive the affected service on a month-to-month basis or (ii) terminate the affected service, subject to early termination liability charges. Under subsection (ii), Customer's requested disconnect date must be within 90 days of the Rerate Notice. Unless Customer so notifies Lumen, the affected service will continue to be provided at the increased rates. If Customer does not respond to the Rerate Notice, the affected service will continue to be provided at the increased rates set forth in the Rerate Notice.
 13. Infrastructure Investment and Jobs Act (IIJA) Grant Programs. If Customer participates in an IIJA program, including but not limited to, the Middle Mile Grant, Tribal Connectivity Broadband, and the Broadband Equity Access and Deployment (BEAD) Grant Programs, then Customer cannot pay for Services with funds obtained through the IIJA or other similar grants that would obligate Lumen to provide certain information or perform certain regulatory compliance functions, unless each of those functions and obligations is explicitly identified and agreed to by the parties in the Agreement or in an amendment to the Agreement.

Additional Order Terms

Pricing Availability

Pricing for Services contained in the 'Managed UC&C Cloud Services' Service Schedule is valid for 45 days from the date indicated.

Invoices

Single prices shown above for bundled Services, or for Services provided at multiple locations, will be allocated among the individual services for the purpose of applying Taxes and regulatory fees and also may be divided on Customer's invoice by location served.

Activation Support

If requested by Customer, and for an additional charge, Lumen will provide assistance with activating and/or configuring equipment on Customer's side of the Demarcation Point ("Activation Support").

Signature Block

Customer: James Madison University

Signature: *Katie Forsyth*

Name: Katie Forsyth

Title: Senior Buyer

Date: 06/16/2026

Customer and the individual signing above represent that such individual has the authority to bind Customer to this Agreement.

Document Generation Date: 05-15-2026

Service Schedule

Notwithstanding anything to the contrary in the Agreement, this Order, or any existing Service Schedule, the Managed UC&C Cloud Services and features in the Order are subject to Lumen's current standard Managed UC&C Cloud Service Schedule, unless the Services are additional quantities of previously ordered Managed UC&C Cloud Services and features being added within an existing Service Term and made coterminous with the original Services, in which case the Managed UC&C Cloud Service Schedule applicable to the original services will apply to the Managed UC&C Services in this Order.

Emergency Services Acknowledgement

BY SIGNING THIS ORDER, I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE "ACCESS TO EMERGENCY RESPONSE SERVICES" SECTION CONTAINED IN THE APPLICABLE SERVICE EXHIBIT/SERVICE SCHEDULE ATTACHED TO THE CENTURYLINK MASTER SERVICE AGREEMENT OR, THE "911 EMERGENCY SERVICE" SECTION OR "EMERGENCY CALLING CAPABILITY" SECTION CONTAINED IN THE APPLICABLE SERVICE EXHIBIT/SERVICE SCHEDULE ATTACHED TO AN AFFILIATE AGREEMENT, OR IN THE "ACCESS TO EMERGENCY RESPONSE SERVICES" SECTION OF THE TERMS AND CONDITIONS IN THE APPLICABLE STANDARD SERVICE EXHIBIT/SERVICE SCHEDULE IF I HAVE NOT EXECUTED A CENTURYLINK MASTER SERVICE AGREEMENT OR AN AFFILIATE AGREEMENT WITH AN APPLICABLE SERVICE EXHIBIT/SERVICE SCHEDULE. I FURTHER ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE DISCLOSURE OF LIMITATIONS SET FORTH IN THE EMERGENCY SERVICES ADVISORY AVAILABLE AT <http://www.centurylink.com/legal/HVIQSIP/911advisory.pdf>.

LUMEN CPE ORDER FORM



Quote Number: 60223551
Customer:
Lumen Products: CPE
Lumen Installation: No
Lumen Maintenance: Manufacturer Maintenance
Created On: 5/29/2026
Expiration Date: 6/28/2026
Account Manager: Lisa Lugar
Sales Engineer: Marty Messano
CLM ID:

Catalog Number	Description	Unit Price	Qty	Total Price	Service Term (Months)
Materials					
M800C-4ET-SBA-TMS-EO	Mediant 800C Survivable Branch Appliance for Microsoft Teams with 4 E1/T1 and 4 FXS interfaces Must be ordered with SW-M800-SBATMS	\$7,194.38	1	\$ 7,194.38	
SW/OVOC/M800C	OVOC license	\$ 238.73	1	\$ 238.73	
SW-M800-SBA-TMS	DR SBA Teams image and Windows 2019 OS license for M800	\$1,528.74	1	\$ 1,528.74	
FRU/M800C-PS	Spare part - AC/DC power adapter for Mediant 800C	\$ 221.56	1	\$ 221.56	
SW/SBC/10S/10-250	SBC session license upgrade for 10 sessions, when ordering within the 10-250 session range (1 to 25 units)	\$ 325.69	9	\$ 2,931.21	
M800-SBA-E-REMT-IMPL	M800-SBA (with ESBC and E1/T1 Trunks and FXS/FXO ports); Remote Implementation service	\$2,444.58	1	\$ 2,444.58	
Support					
ACTS24X7-M800_S31/YR	Annual Support for M800C-4ET-SBATMS-EO. Multi-year discounts NOT applied to MSRP, see settings tab to include them.	\$1,376.21	5	\$ 6,881.05	60

1. "Lumen" is defined for purposes of this Order as CenturyLink Communications, LLC d/b/a Lumen Technologies Group or its affiliated entities providing Services under this Order. The Lumen entity providing Services is identified on the invoice. This confidential Order may not be disclosed to third parties and is non-binding until accepted by Lumen, as set forth in section 2. Customer places this Order by signing (including electronically or digitally) or otherwise acknowledging (in a manner acceptable to Lumen) this document and returning it to Lumen.

2. The Services identified in this Order incorporates the terms and conditions set forth in the Lumen Master Service Agreement between Lumen (or one of its affiliates) and Customer and the Lumen CPE Service Schedule or if none, the standard Lumen Master Service Agreement and the current Lumen CPE Service Schedule, copies of which are available at <https://www.lumen.com/en-us/about/legal/business-customer-termsconditions.html> or upon request. The terms of the applicable service agreement will apply to the extent not inconsistent with this Order.

Notwithstanding anything to the contrary, for CPE, the CPE is deemed to be accepted by Customer when Lumen has delivered the CPE identified in the applicable Order to Customer. Customer agrees that Lumen has delivered the CPE when either; (a) the equipment ships from the manufacturer where Lumen does not install the CPE; or (b) the CPE is delivered to Customer where Lumen or Lumen's designated third party installs or configures the CPE. Customer will notify Lumen in writing of any portion of CPE that does not operate materially in accordance with the manufacturer's specifications. Failure to notify Lumen within 10 days of actual delivery date constitutes final acceptance. Lumen will have the right to cure any rejected portion of the CPE. Any portion that is not rejected and which is functionally divisible may be invoiced separately. For Services, Customer agrees that Lumen has provided the Services when; (a) the Service Entitlement is established with Product manufacturer, and (b) Customer is notified of Entitlement by Lumen. "Entitlement" means the equipment manufacturer has certified the installation of the CPE and has notified Lumen. Customer will notify Lumen in writing of any portion of the Services that is unacceptable. Failure to notify Lumen within 10 days of Entitlement notification constitutes final acceptance. Lumen has the right to cure any portion of the Services that has been rejected. Any portion that is not rejected and which is functionally divisible may be invoiced separately.

The Service Term for CPE as a Service ("CPEaas") commences upon acceptance and will continue for the number of months set forth in the Order. Services will automatically end upon expiration of the Service Term unless Customer elects to renew by signing a new Order form at least thirty (30) days prior to expiration of the then current term.

3. Neither party will be liable for any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of data or cost of purchasing replacement service, or any indirect, incidental, special, consequential, exemplary or punitive damages arising out of the performance or failure to perform under this Order. Customer's sole remedies for any nonperformance, outages, failures to deliver or defects in Service are contained in the service levels applicable to the affected Service.

4. Charges for certain Services are subject to (a) a monthly property tax surcharge and (b) a monthly cost recovery fee per month to reimburse Lumen for various governmental taxes and surcharges. Such charges are subject to change by Lumen and will be applied regardless of whether Customer has delivered a valid tax exemption certificate. For additional details on taxes and surcharges that are assessed, visit www.lumen.com/taxes.

5. Unless otherwise set forth in a Service Attachment, Customer will pay Lumen's standard ancillary charges for expedites and additional activities, features, or options as set forth in the Ancillary Fee Schedule, available at <http://www.lumen.com/ancillary-fees>. If Lumen cannot complete installation due to Customer delay or inaction, Lumen may begin charging Customer and Customer will pay such charges.

6. Charges/Orders. Items described in the Catalog Number and Description columns above reflect the Lumen Services ordered and identified above the table. Despite anything to the contrary, NRCs are NOT waived unless this Order or an Order Addendum expressly states NRCs are waived or the NRCs appear in the waived column in the above table(s). If a cancellation charge requires Customer to pay the amount of any waived or discounted NRC, the NRC will be the amount stated in this Order or Order Addendum or shown in the "Waived NRC" column in the above table(s) despite anything to the contrary. If in this Order Customer is upgrading, moving, disconnecting or otherwise changing an existing Service, cancellation charges may apply as set forth in the Agreement.

7. MLTS Equipment. BY SIGNING THIS ORDER FOR MLTS EQUIPMENT, AS APPLICABLE, I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE "ACCESS TO EMERGENCY SERVICES" CONTAINED IN THE APPLICABLE SERVICE SCHEDULE ATTACHED TO THE LUMEN MASTER SERVICE AGREEMENT OR IN THE "ACCESS TO EMERGENCY RESPONSE SERVICES" SECTION OF THE TERMS AND CONDITIONS IN THE APPLICABLE STANDARD SERVICE SCHEDULE. IF I HAVE NOT EXECUTED A LUMEN MASTER SERVICE AGREEMENT OR SERVICE AGREEMENT WITH AN APPLICABLE SERVICE SCHEDULE, I FURTHER ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE DISCLOSURE OF LIMITATIONS SET FORTH IN THE EMERGENCY SERVICES ADVISORY AVAILABLE AT <https://assets.lumen.com/is/content/Lumen/911-advisory?Creativeid=db46581ce3be-49f7-8c60-45e88b3558c2>

8. Due to recent supply chain disruption, Lumen may adjust pricing due to changes in manufacturer costs. If such change is required, Lumen will provide an updated Order Form Contract (i.e. Order). Customer will have the option to sign or decline to sign the new Order within 5 business days of receipt. Should Customer decline to sign the updated Order, Lumen will cancel the impacted Order(s). Lumen further reserves the right to bill for partial shipment of Orders should unforeseen delays beyond Lumen's control affect delivery of CPE.

9. Infrastructure Investment and Jobs Act (IIJA) Grant Programs. If Customer participates in an IIJA program, including but not limited to, the Middle Mile Grant, Tribal Connectivity Broadband, and the Broadband Equity Access and Deployment (BEAD) Grant Programs, then Customer cannot pay for Services with funds obtained through the IIJA or other similar grants that would obligate Lumen to provide certain information or perform certain regulatory compliance functions, unless each of those functions and obligations is explicitly identified and agreed to by the parties in the Agreement or in an amendment to the Agreement.

Acknowledged & Agreed:

Katie Forsyth

Authorized Signature

Katie Forsyth

Name Typed or Printed

Buyer Senior

Title

06/16/2026

Date

**ORDER ADDENDUM
BETWEEN
JAMES MADISON UNIVERSITY
AND
CENTURYLINK COMMUNICATIONS, LLC
Quote ID: 60223551**

"Lumen" is defined for purposed of this Order Addendum as CenturyLink Communications, LLC d/b/a Lumen Technologies Group or its affiliated entities providing Services under the Order Addendum. This Order Addendum ("Addendum") is by and between **CenturyLink Communications, LLC d/b/a Lumen Technologies Group** ("CenturyLink" or "Lumen") and **JAMES MADISON UNIVERSITY** ("Customer") and modifies **Quote ID: 60223551 (the "Order(s)")** and is applicable to the Customer materials and support shown on the table in Exhibits A attached to this Addendum. Except as set forth in this Addendum, capitalized terms will have the definitions assigned to them in the Underlying Agreement.

WHEREAS, CenturyLink and James Madison University executed the Underlying Agreement as defined below;

WHEREAS, the Customer Order provided by the Customer represents that they are authorized and qualified to purchase CenturyLink telecommunication services ("Service(s)") pursuant to the terms and conditions of the Underlying Contract; and

WHEREAS, the parties wish to augment the Customer Order to incorporate revised terms applicable to same.

NOW, THEREFORE, in consideration of the mutual agreements, covenants and obligations set forth herein, and for other good and valuable consideration, the parties agree that the following terms shall apply to the Customer Order as follows:

1. TERMS AND CONDITIONS GOVERNING THE CUSTOMER ORDER. The Services identified in the Customer Order are subject to the Lumen Master Service Agreement between CenturyLink and James Madison University ("Underlying Contract") **#UCPJMU7259**, signed December 8th, 2025, and the Lumen CPE Service Schedule incorporated and attached hereto as Exhibit B.

2. All other terms and conditions in the Order will remain in full force and effect and be binding upon the parties. This Addendum will only apply to the Order(s) identified above and will not apply to any other orders. If there is a conflict between this Addendum and the Order(s), the terms of this Addendum will govern. By signing below, each party acknowledges that it has read, understood, and accepts the terms and conditions set forth in the Addendum.

IN WITNESS WHEREOF, this Addendum has been duly executed on the date and year set out below.

JAMES MADISON UNIVERSITY

By: *Katie Forsyth*
Name: Katie Forsyth
Title: Buyer Senior
Date: 06/16/2026

CENTURYLINK COMMUNICATIONS, LLC DBA LUMEN TECHNOLOGIES GROUP

By: *Steve Arneson*
Steve Arneson (Jun 15, 2026 14:05:36 CDT)
Name: Steve Arneson
Title: Manager - Offer Management
Date: 06/15/2026

EXHIBIT A-Order No. 60223551
See attached.

EXHIBIT B

LUMEN CPE SERVICE SCHEDULE

1. General. This Service Schedule for Products and Services is attached to and subject in all respects the Master Service Agreement or other service agreement executed between Lumen and Customer, and if none, Lumen's standard Master Service Agreement located at <https://www.lumen.com/en-us/about/legal/business-customer-terms-conditions.html> which Lumen may update from time to time (the "Agreement"). "Lumen" is defined for purposes of this Service Schedule as CenturyLink Communications, LLC d/b/a Lumen Technologies Group or its affiliated entities. Capitalized terms not defined in this Service Schedule are defined in the Agreement. Lumen will provide Products and Services under the general terms of the Agreement, this Service Schedule, the CPE Service Guide, any Order, and any other applicable Service Attachment. This Service Schedule may not be used for the purchase of voice, video, data or IP services. In the event of a conflict in any term of any documents that govern the provision of Products and Services under this Service Schedule, the following order of precedence will apply in descending order of control: this Service Schedule, the CPE Service Guide, the general terms of the Agreement, any Order, and any other applicable Service Attachment.

1.1 Limitations of Liability. IN ADDITION TO THE LIMITATION OF LIABILITY UNDER THE AGREEMENT, LUMEN'S TOTAL AGGREGATE LIABILITY ARISING FROM OR RELATED TO PRODUCTS AND SERVICES PURCHASED UNDER THIS SERVICE SCHEDULE, UNLESS OTHERWISE STATED IN THE CPE SERVICE GUIDE OR ORDER, WILL IN NO EVENT EXCEED: (A) FOR CLAIMS ARISING OUT OF PRODUCTS, THE AMOUNT OF THE PRODUCT SET FORTH IN THE ORDER RELATING SOLELY TO THE AFFECTED PRODUCT; AND (B) FOR CLAIMS ARISING OUT OF NONRECURRING SERVICES, THE AMOUNT OF THE SERVICE SET FORTH IN THE ORDER.

CUSTOMER WILL DEFEND AND INDEMNIFY LUMEN, ITS AFFILIATES, AGENTS AND CONTRACTORS FROM ALL THIRD PARTY CLAIMS, LIABILITIES, FINES, PENALTIES, COSTS AND EXPENSES, INCLUDING REASONABLE ATTORNEYS' FEES, ARISING FROM OR RELATED TO CUSTOMER'S OR CUSTOMER'S THIRD PARTY PROVIDER'S (i) ACTS, OMISSIONS, OR FAILURES OF CONNECTIVITY THAT IMPEDE, PREVENT OR OTHERWISE MAKE INOPERABLE THE ABILITY OF CUSTOMER OR ITS END USERS TO DIRECTLY DIAL "911" IN THE UNITED STATES AND (ii) ANY ACTS OR OMISSIONS BY THE CUSTOMER, CUSTOMER'S END USERS OR CUSTOMER'S THIRD PARTY PROVIDERS THAT CAUSE, GIVE RISE TO OR BRING ABOUT THE NON-COMPLIANCE OF PRODUCT AND SERVICES WITH APPLICABLE LAW INCLUDING THE FAILURE TO PURCHASE OR IMPLEMENT FEATURES THAT ENABLE COMPLIANCE WITH LAWS.

1.2 Access to Emergency Response Services. *911 emergency services will not be available or may not function properly (e.g., they may not route to the correct public safety answering point or "PSAP") where the Service fails or degrades for any reason, such as failures resulting from power outages and CPE failure (e.g., Internet connectivity). Customers with CPE capable of supporting 911 emergency services will be responsible for separately coordinating with their network or premise-based solution service provider for acquisition and support of 911 emergency services.*

Customer acknowledges that the purchase of CPE stand-alone does not render Customer compliant with federal regulations pertaining to dispatchable location for non-fixed voice services and further acknowledges that Customer may need to purchase additional capabilities from a third-party supplier to be compliant. Customer is solely responsible for ensuring its use of voice services is compliant with all regulations applicable to those services.

2. Lumen CPE Products and Services.

2.1 Purchase. Customer may purchase Products and Services by executing an Order to Lumen. "Order" means either (a) a written document issued by Customer for the procurement of Products and Services from Lumen; or (b) a Lumen quote or service order signed by Customer. The Order must include, as applicable, the (a) part numbers, (b) quantities, (c) descriptions, (d) manufacturer system identifiers and/or serial numbers, (e) maintenance prices, and (f) Maintenance Term. Customer's purchase of Products and Services is subject to and controlled by the CPE Service Guide. Customer will comply with the terms and conditions set forth in the CPE Service Guide, which is available at <https://www.lumen.com/en-us/about/legal/business-customer-terms-conditions.html>. By executing an Order with Lumen, Customer warrants that Customer has read and agrees to the terms and conditions of the CPE Service Guide. Lumen reserves the right to amend the CPE Service Guide at any time. Customer's continued use of Products and Services constitutes acceptance of those changes. If an Order issued by Customer contains any preprinted terms, those terms will not amend, modify or supplement this Service Schedule or the CPE Service Guide in any way whatsoever, notwithstanding any provisions in an Order to the contrary. Any Order must (a) reference and incorporate this Service Schedule, (b) contain the Customer's exact legal name, and (c) include any other requirements as may be further described in the CPE Service Guide.

2.2 Lease Option. Customer may lease certain Products and Services pursuant to a separate lease agreement with a third-party lease provider or with Lumen (the "Lessor"). Lumen will provide the Product to Customer and receive full payment for the Product from the Lessor. If Customer fails to comply with the Lease, including without limitation, any requirements for final acceptance of the Product, which results in the Lessor's refusal to pay Lumen in full for the Product, Customer agrees to pay Lumen in full for the Product. Until Lumen is paid in full for the Product, Customer will at its own expense, keep the Product free and clear of any claims, liens, and encumbrances of any kind. "Lease" means a separate agreement with a third-party lease provider or with Lumen used to finance Product.

3. Customer Responsibilities.

EXHIBIT B

LUMEN CPE SERVICE SCHEDULE

3.1 Acceptance. For Products, "Acceptance" means Customer agrees that Lumen has delivered the Products identified in the applicable Order. Customer agrees that Lumen has delivered the Products when either; (a) the Products ship from the manufacturer where Lumen does not install the Products; or (b) the Products are delivered to Customer where Lumen or Lumen's designated third party installs or configures the Product. Customer will notify Lumen in writing of any portion of Products that do not operate materially in accordance with the manufacturer's specifications. Failure to notify Lumen within 10 days of actual delivery date constitutes final Acceptance. Lumen will have the right to cure any rejected portion of the Products. Any portion that is not rejected and which is functionally divisible may be invoiced separately.

For Services, "Acceptance" means Customer agrees that Lumen has provided the applicable Services identified in the applicable Order. For maintenance Services, Customer agrees that Lumen has provided the Services when; (a) Customer Service Entitlement is established with Product manufacturer, and (b) Customer is notified of Entitlement by Lumen. "Entitlement" means Product manufacturer is obligated to provide Services to Customer. Customer will notify Lumen in writing of any portion of the Services that is unacceptable. Failure to notify Lumen within 10 days of Entitlement/job completion notification constitutes final Acceptance. Lumen has the right to cure any portion of the Services that has been rejected. Any portion that is not rejected and which is functionally divisible may be invoiced separately.

3.2 Charges. Charges for Products and Services will be specified in each Order and are due upon Customer's receipt of the invoice or as otherwise stated in the applicable Order. Non-recurring charges will apply to the purchase of CPE, Installation and all Maintenance types. Monthly recurring charges will apply to the purchase of CPEaaS. Certain charges and fees, including but not limited to expedite fees, may be set forth in the CPE Service Guide. Any payment not received within 30 days after the invoice date may be subject to interest charges as permitted by applicable law. Charges are billed on an annual basis for non-standard part support and manufacturer-provided maintenance Services. The first annual payment is due upon Customer's receipt of Lumen invoice, and subsequent payments are due in full at the beginning of each subsequent year throughout the Service Term or for the full term. Lumen may cease providing the applicable Products and Services if payment is not made when due. Customer will not be eligible for any discounts or promotional offers other than those specifically set forth in an executed Order. The MRC for CPEaaS will be used to calculate Contributory Charges, if applicable.

3.3 Term; Termination; Termination Charges. This Section replaces the Cancellation and Termination Charges section in the Agreement. The Products and Services will continue for the term specified in the applicable Order or the period of time necessary to perform the Products and Services identified in the applicable Order is complete ("Service Term"), unless terminated by either party pursuant to the terms of this Service Schedule. Except as otherwise provided, either party may terminate an applicable Products and Services upon 60 days prior to the estimated ship date via written notice. Customer cannot terminate Orders for Products provided on a drop ship basis without prior written authorization from Lumen and issuance of a return material authorization ("RMA") number pursuant to Lumen's RMA Policies set forth in the CPE Service Guide. Customer will remain liable for charges accrued for the applicable Products and Services but unpaid as of the termination date plus, if applicable, any Termination Charges. Termination Charges are waived if Customer and Lumen execute a new Order with a value equal to, or greater than, the balance of the terminated Order and specifically designed to offset the terminated Order. For Products, Termination Charges equal 25% of Product price to Customer ("Restocking Fees"). Customer is responsible for any damage to the Equipment while in Customer's possession or during return shipment to Lumen. If Customer breaches its obligations relating to an Order for Products after delivery, Lumen may, in addition to the Termination Charges and any other remedies: (a) declare all sums due and payable immediately; (b) discontinue discounts related to the Products; (c) cease installation or delivery or disconnect and deactivate Products until amounts due are paid; or (d) retake possession of Products and retain all sums paid by Customer as a setoff against expenses incurred.

For non-standard part maintenance Services, Termination Charges equal the (monthly rate of service(s) terminated) x (20%) x (months remaining in the term of the service). For manufacturer-provided maintenance Services, Termination Charges equal the unpaid balance for Service remaining in the Service Term. For Promet Maintenance and Centurion Maintenance Services, if Lumen has agreed to accept payment for Service in installments, Termination Charges equal 100% of any charges for Service that would have become due during the remainder of the Service Term.

The Service Term for CPE as a Service ("CPEaaS") commences upon Acceptance and will continue for the number of months set forth in the Order. Upon completion, the Service Term for CPEaaS will (a) expire for orders placed on or after December 17, 2018; or (b) automatically renew at the same rate for orders placed prior to December 17, 2018, and number of months (the "Renewal Service Term") unless, with at least 60 days' prior written notice, either party elects to terminate the Renewal Service Term. For orders placed prior to December 17, 2018, "Service Term" for CPEaaS means the first Service Term and each Renewal Service Term, as applicable. Termination Charges for CPEaaS equal (c) 100% of any charges for Service that would have become due during the remainder of the Service Term and (d) if notice of termination is received less than 60 days prior to expiration of the Service Term, and Lumen has already ordered the maintenance from its vendor for any applicable Renewal Service Term, Customer will also pay 100% of the amount paid by Lumen to the third party maintenance provider.

4. Definitions.

EXHIBIT B

LUMEN CPE SERVICE SCHEDULE

“Customer Premise Equipment” or “CPE” consists of hardware, software, and materials used in the transport and/or termination/storage of data, video and voice transmission.

“Products” means CPE and Software offerings from Lumen.

“Services” means offerings from Lumen that (a) CPE Maintenance and Software Maintenance, (b) install, maintain or manage CPE; (c) support Customer network management objectives, or (d) are consulting, professional, technical, development, and/or design services.

Version: March 18, 2026










James Madison University

Final Audit Report

2026-06-16

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