CenturyLink Communications, LLC   **Section 5**
PSC NO. 1 - TELEPHONE   **Leaf 79**
Interexchange Services   Revision: 0
Effective Date: July 23, 2015   Superseding Revision:

5. BUSINESS COMPLEX SERVICE OFFERINGS

5.5   VOICE LONG DISTANCE CONTRACTUAL ARRANGEMENTS
   5. CenturyLink Guaranteed
     g. Guarantees
      (2) Performance Guarantees (Cont'd)

        (f) Network Transit Delay

              CenturyLink guarantees to achieve a one-way Network Transit Delay within the
              continental United States for 100 byte frames at 35 milliseconds or less, 500 byte
              frames at 95 milliseconds or less, and 1,600 byte frames at 250 milliseconds or less
              (including protocol overhead). Network Transit Delay (Latency) measures only delay
              on the Company network, external factors which may cause delay (e.g., access
              serialization, access link congestion) are excluded from the measurement.   If
              CenturyLink does not meet this guarantee, the customer is entitled to a credit equal to
              10% of the customer's network port and PVC/CIR monthly recurring charges for that
              month.

              • Definition

              Network Transit Delay (Latency) measures one-way delay between the origination
              and destination infrastructure ports. It is defined as the period of time commencing
              with transmission of the last bit of a packet from the origination infrastructure.

              • Exclusions

              Network Transit Delay (Latency) measurements shall not include periods of non-
              availability resulting in whole or in part from one or more of the following causes:

              - Any act or omission causing interruptions by negligence on the part of the
                 customer, its contractors, any local access provider, or any other entity over
                 which the customer exercises control or has the right to exercise control.

              - Interruptions during any period in which CenturyLink or its agents are not
                 afforded access to the premises where the access lines associated with the
                 customer's service are terminated.

Issued by: Chantel Mosby   Director - Tariffs, CenturyLink
                                          100 CenturyTel Drive, Monroe, LA 71203