As of March 13, 2020, CenturyLink is enacting a Bandwidth Upgrade Process to support our customers in preparation of COVID-19 business disruptions. The purpose of the new process is to accelerate the delivery of logical-only (config-only) bandwidth upgrades.

Below you will find relevant information about the new Emergency Bandwidth Upgrade process:

| | |
|---|---|
| **What:** | The Bandwidth Upgrade process will be for existing ON-NET circuits with capacity that supports upgrades only excluding requests requiring capacity, off-net or site visits. |
| **How:** | • Sales Engineering will qualify the circuit requests to ensure it is ON-NET and for a logical upgrade only.<br>• Roles and responsibilities:<br>  ○ **Sales Engineering** should validate entrance criteria and send completed intake form (see below) to DL-Emergency-BW-Upgrade@centurylink.com<br>  ○ **Sales** should not go directly to Assurance for these requests.<br>  ○ **Assurance Teams** with local-only (config-only) upgrade requests will use this new process effective immediately.<br>  ○ **Activation Teams** will complete work in advance of orders.<br>  ○ **CSMs** will be responsible for monitoring that Sales entered the required orders to obtain all necessary signed paperwork to ensure proper billing.<br>• EMEA-based orders will follow the EMEA delivery region expedite process. |
| **What it is not?** | • **The purpose of the Emergency Bandwidth Upgrade process is <u>not</u> to replace the standard expedite process.**<br>• Requests that require additional network capacity, off-net order processing or CenturyLink field deployment are not eligible for this process.<br>• Submitting a request using this process will delay the processing of the order. The standard expedite process should be used for all other requests.<br>• Sales Engineers with a quote in hand will follow the standard expedite process, which could include new access path or existing services that will not allow for the requested bandwidth to be supported. |

**Request Information (Fill out below):**

| **Sales Engineering** | |
|---|---|
| Sales Engineer Name | |
| Sales Engineer Phone Number | |
| Sales Engineer Email Address | |
| | |
| **CSM** | |
| CSM Contact Name | |
| CSM Contact Phone Number | |
| CSM Email Address | |
| | |
| **Customer Information** | |
| Customer Name | |
| Customer Phone | |
| Customer Email | |
| | |
| **Circuit Information** | |
| Order ID (if applicable) | |
| Circuit ID | |
| Confirmation from customer if request is service impacting | |
| Desired bandwidth | |
| Time and date of the bandwidth upgrade | |

**Once complete send to: DL-Emergency-BW-Upgrade**