

This promotion is only available to new and existing Lumen Communications UK Limited (“Lumen”) customers (as determined by Lumen) for Lumen’s Wavelength Services that are to be provided entirely on-net within the Lumen’s EMEA operating region (as determined by Lumen); (the “Promoted Services”). This promotion does not apply to any Wavelength Services provided outside of Lumen’s EMEA operating region (as determined by Lumen) or to any other services or facilities and expressly does not apply to off-net services.

This promotion is subject to the customer’s submission to Lumen of an order form for the Promoted Services on Lumen’s standard terms and conditions. Orders must be submitted during the period between 01 April 2021 and 31 December 2021 (the “Qualifying Period”). Incorrect orders or orders submitted outside of the Qualifying Period will not be eligible for this promotion. The submitted order form must be for one or more Promoted Services circuits of between 1 Gbps to 100 Gbps, with a minimum ‘Committed Initial Term’ comprised of the ‘Customer Selected Term’ and the associated ‘Additional Promotional Period’ calculated pursuant to the table below.

Customer Selected Term (months)	Additional Promotional Period (months)	Committed Initial Term (months)
12	1	13
24	2	26
36	3	39

Lumen will bill the customer from the relevant service commencement date in accordance with its standard terms and conditions for the entirety of the relevant Committed Initial Term. Within 30 days of receipt of its first invoice for the Promoted Services, Customer must send a request to Lumen (via its Lumen account manager) for a credit note (a “Credit Note”) to be issued in respect of the relevant Additional Promotional Period as further described below. Failure to submit such a request may (at Lumen’s absolute and unfettered discretion) invalidate the customer for eligibility for this promotion.

- For a Customer Selected Term of 12 months, the Credit Note shall be equivalent in value to one month of the monthly recurring charges payable during the corresponding Committed Initial Term and shall be applied during that period.
- For a Customer Selected Term of 24 months, the Credit Note shall be equivalent in value to two months of the monthly recurring charges payable during the corresponding Committed Initial Term. The Credit Note shall be applied during the first twelve months of the Committed Initial Term.
- For a Customer Selected Term of 36 months, the Credit Note shall be equivalent in value to three months of the monthly recurring charges payable during the corresponding Committed Initial Term. The Credit Note shall be applied during the first twelve months of the Committed Initial Term.

Any Credit Note referred to herein shall be based on the monthly recurring charges payable under the order form for the Promoted Services and shall not take into account any non-recurring or other charges set forth therein. Any Credit Note referred to herein shall only be used in connection with the Promoted Services. In no event shall any Credit Note be provided as a cash or other monetary payment. In the event that any order for Promoted Service is cancelled or terminated during its Committed Initial Term, customer must (in addition to any other cancellation or early termination charges set forth in Lumen's standard terms and conditions) pay to Lumen the value of any Credit Note provided to it in connection with this promotion. This promotion does not apply to any pre-existing orders or any renewals of such existing orders. Lumen's acceptance of any order form and the provision of services thereunder will otherwise be subject to Lumen's standard terms and conditions. Lumen reserves the right in its absolute and unfettered discretion not to accept any order. Lumen reserves the right to alter, vary or withdraw this promotion at any time. Submission of an order for Promoted Services during the Qualifying Period and the request a Credit Note as referred to herein shall be deemed acceptance by the Customer of these terms.