

PROCUREMENT STANDARD TERMS AND CONDITIONS

I. GENERAL TERMS AND CONDITIONS

1. DEFINITIONS; APPLICATION:

- 1.1 "Documentation" means tangible or intangible information necessary for the use, planning, engineering, installation, operation and maintenance of Purchases, including: user manuals, test data, flow charts, data file listings, loading and unloading procedures, machine configuration information, routines, subroutines, training materials, product release information, or related information.
- 1.2 "Purchases" means, collectively or individually, the products or services purchased, or software licensed, pursuant to an Order.
- 1.3 "Qwest" means the Qwest affiliate who placed the purchase order or task order ("Order").
- 1.4 "Supplier" means the entity to which an Order is issued.
- 1.5 "Terms" means both the General Terms and Conditions provided in this Section Roman numeral I and the applicable Specific Terms and Conditions beginning with Roman numeral II.
- 1.6 Supplier's acceptance of an Order from Qwest and the sale contemplated thereby are governed by the terms and conditions of any master agreement between Qwest and Supplier. If no such master agreement exists, the Order is covered by the terms of the Order and by the Terms contained herein. Shipment of goods or performance of services is an acceptance of the Order. If Supplier uses its own form or any other form to accept the Order, said form shall be used for convenience only and shall be of no force or effect.

2. SPECIFICATIONS:

Supplier will provide all Purchases in accordance with the following requirements (collectively, "Specifications"): these Terms; the Order; any Documentation; applicable requirements and specifications in any written materials published or provided by Supplier; and industry standards.

3. ORDERS:

3.1 Prices.

Except as otherwise provided in the Order, the prices stated in the Order shall include (a) all applicable sales, use and other taxes and (b) all charges for Supplier's packing and crating, and for transportation to the FOB point stated in the Order.

3.2 Modifications.

After Supplier's acceptance of an Order, Qwest may delay the scheduled date for delivery, performance, customization or assembly of any or all Purchases without penalty. All other modifications or amendments to the Order must be agreed to in writing by both parties.

4. INVOICES AND PAYMENTS:

4.1 Invoices.

Supplier will invoice Qwest by a mutually agreeable method within the time period and upon the triggering event described in the Specific Terms and Conditions. Each invoice will contain an itemized description of the Purchases and all applicable charges and taxes (exclusive of taxes based on Supplier's income). Qwest will be liable only for undisputed and correct taxes itemized on the invoice for Purchases to which the taxes relate. Supplier is responsible for charging the correct taxes on the applicable invoice other than where Qwest has provided Supplier a properly completed tax exemption certificate or other evidence of exemption. If any tax claim arises based on a Supplier invoice, Supplier will be responsible for any penalties and interest associated with any additional tax assessment. Supplier must be registered by the taxing jurisdictions to collect sales and/or use taxes within the states to which Purchases are provided.

4.2 Payment Due Date.

Qwest will pay undisputed invoices in U.S. dollars within 45 days of receipt of a proper invoice. Payment

will not constitute acceptance of the applicable Purchases.

4.3 Dispute.

Qwest will notify Supplier of any dispute with respect to an invoice in writing within 10 days of receipt of the invoice. Each party will use commercially reasonable efforts to resolve any payment dispute within 180 days of notice of the dispute.

4.4 Offset.

Qwest may deduct or offset any amount due or to become due to Supplier against any claim Qwest has against Supplier, including claims not relating to the Order.

4.5 Overpayment and Credits.

Supplier will return overpayments to Qwest within 15 days after receipt. Credits not taken by Purchases by Qwest within 90 days will be remitted by check or electronic-funds transfer ("EFT") to the remittance address on Qwest's Order.

5. ACCEPTANCE:

The time period and criteria for acceptance will be set forth in the Specific Terms and Conditions for specific categories of Purchases. Supplier will, at its expense, repair, re-perform or replace the Purchases, as applicable, within 15 days after receipt of Qwest's notice. The foregoing procedure will be repeated until Qwest accepts or finally rejects the Purchases in its sole discretion. If Qwest accepts any Purchases that contain a defect or nonconformity not apparent on examination, Qwest reserves the right to revoke acceptance. If Qwest finally rejects or revokes acceptance, Supplier will refund to Qwest all amounts paid by Qwest for such Purchases.

6. REPRESENTATIONS AND WARRANTIES:

Supplier represents and warrants that:

- (a) Supplier has all requisite ownership, rights and licenses to perform fully its obligations arising in connection with the Order and to grant to Qwest all rights to the Purchases, including good and marketable title for tangible products, free and clear from any and all liens, adverse claims, encumbrances and interests of any third party;
- (b) Purchases will: (i) conform with all Specifications; and (ii) be free from deficiencies and defects in materials, workmanship, design and/or performance;
- (c) there are no pending or, to Supplier's knowledge, threatened lawsuits, claims, disputes or actions: (i) alleging that any Purchases infringe, violate or misappropriate any third party rights; or (ii) adversely affecting any Purchases or Supplier's ability to perform its obligations under the Order; and
- (d) use of any Purchases as permitted under the Order will not infringe, violate, or misappropriate a patent, copyright, trademark, trade secret or other intellectual property or proprietary right of any third party.

7. QWEST DATA; PROPERTY:

7.1 Maintenance of Qwest Property.

Any items furnished by Qwest to Supplier in connection with an Order, including Qwest Data (as defined below), are and will remain the property of Qwest. Supplier will not use any such item for any purpose other than the performance or delivery of Purchases pursuant to the Order. While in Supplier's possession, Supplier will maintain such property in good condition (ordinary wear and tear excepted) and will bear the risk of loss while such property was in the custody and control of Supplier. Supplier shall establish and maintain written safety and facility procedures, data security procedures and other safeguards against the destruction, loss, unauthorized access or alteration of Qwest Data in the possession of Supplier. Supplier shall remove all Qwest Data from any media no longer in use. No media on which Qwest Data is stored may be used or re-used to store data of any other customer of Supplier's or to deliver data to a third party, unless all Qwest Data has been securely erased.

7.2 Definition of Qwest Data.

“Qwest Data” means any data or information of Qwest’s that is provided to or obtained by Supplier in connection with the Order, including data and information with respect to the business, employees, customer, operations, facilities, products, rates, regulatory compliance, competitors, consumer markets, assets, expenditures, mergers, acquisitions, divestitures, billings, collections, revenues and finances of Qwest. Qwest Data shall also mean any data or information created, generated, collected or processed by Supplier in the performance of its obligations arising in connection with the Order.

8. CONFIDENTIAL INFORMATION:

8.1 Definition of Confidential Information.

“Confidential Information” means any and all business, technical or third party information (including without limitation Qwest Data, trade secrets, customer information, business contacts, marketing and business plans, financial data, techniques, methods, processes, specifications, drawings, sketches, models, samples and computer programs) provided, disclosed or made accessible by Qwest to Supplier in connection with the Order that is either identified as or would be reasonably understood to be confidential and/or proprietary. Confidential Information does not include information that Supplier can clearly establish by written evidence: (a) is or becomes known to Supplier from a third party without an obligation to maintain its confidentiality; (b) is or becomes generally known to the public through no act or omission of Supplier; or (c) is independently developed by Supplier without the use of Confidential Information of Qwest.

8.2 Use and Disclosure of Confidential Information.

Except as expressly provided herein or with Qwest’s prior written consent, Supplier will: (a) not use Confidential Information for any purpose other than the fulfillment of its obligations arising in connection with the Order; (b) not disclose Confidential Information to any third party (other than affiliates of itself or Qwest); (c) except as necessary to fulfill its obligations arising in connection with the Order, not make any copies of Confidential Information without Qwest’s prior consent; and (d) protect and treat all Confidential Information with the same degree of care as it uses to protect its own confidential information of like importance, but not less than reasonable care. Supplier will only disclose Confidential Information to its employees, affiliates and/or agents who have a “need to know” for purposes of the Order. Supplier will notify and inform such employees, affiliates and/or agents of its obligations arising in connection with the Order, and Supplier will be responsible for any breach of these Terms by its employees, affiliates and/or agents. If Supplier is required to disclose Confidential Information pursuant to law or court action, Supplier will notify Qwest of the required disclosure with sufficient time for Qwest to seek relief, will cooperate with Qwest in taking appropriate protective measures, and will make such disclosure in a manner to best protect the Confidential Information from further disclosure. Supplier will not bring onto Qwest premises any proprietary or confidential information of any third party without Qwest’s consent.

8.3 CPNI and Customer Information.

Qwest may provide Supplier with, and Supplier may otherwise receive, certain information regarding Qwest’s customers in connection with the Order, including, but not limited to, Customer Proprietary Network Information (“CPNI”), as defined in the Communications Act of 1934, as amended (“Communications Act”), and customers’ names, addresses, and telephone numbers, and other customer information that relates to telecommunications and/or other services provided by Qwest to its customers (“Customer Information”). Supplier acknowledges that the Federal Communications Commission has promulgated certain rules and orders relating to CPNI and it is essential that Supplier fully comply with such rules and orders. Supplier agrees that all Customer Information and CPNI, whether oral or written, will be deemed and treated as Confidential Information under these Terms, whether or not such information is marked as confidential. Supplier will not use any Customer Information or CPNI for telemarketing, other forms of marketing or any other purpose including, but not limited to, preparing aggregated, trend or assimilated information or any new sources of information, except as specifically approved in writing by an authorized agent of Qwest. Supplier shall limit access to the Customer Information and CPNI solely to those Supplier employees who need to have access to it in order to perform services for Qwest in connection with the Order. Supplier shall not share, disclose, market or sell the Customer Information or CPNI to any other person or entity, including any affiliate or division of Supplier.

8.4 Return or Destruction.

At the completion or termination of the Order, or any time at the specific request of Qwest, Supplier will (a) promptly return to Qwest any and all Confidential Information (including Qwest Data, Customer Information and CPNI), including copies of any notes, reports, or other descriptive materials of any kind, or (b) at Qwest's written direction and at Qwest's sole discretion, timely destroy all Confidential Information in whatever format, provided that immediately after such destruction, Supplier shall certify in writing that all Confidential Information has been so destroyed.

9. INDEPENDENT CONTRACTORS; SUBCONTRACTING:

9.1 Independent Contractor.

Supplier certifies that it is engaged in an independent business and will perform its obligations arising in connection with the Order as an independent contractor and not as the agent or employee of Qwest. The Order does not create a partnership, joint venture or similar relationship between the parties and neither party will have the power to obligate the other in any manner whatsoever.

9.2 Agents and Employees.

Any persons who perform services for Qwest will be solely the employees or agents of Supplier under its sole and exclusive direction and control. Supplier is solely responsible for: (a) the hours of work, methods of performance and compensation of its employees and agents; (b) compliance with all federal, state and local rules and regulations including those governing worker's compensation, unemployment, disability insurance and social security withholding for its employees and agents; and (c) all federal and state income taxes for its income derived in connection with the Order.

9.3 Subcontracting.

Supplier will not subcontract any of its obligations arising in connection with the Order without Qwest's prior written consent, which consent Qwest will not unreasonably withhold. Qwest may delegate or subcontract any of its rights or obligations without Supplier's prior written consent. If Qwest so consents, Supplier shall provide a copy of the Order and these Terms to the subcontractor.

9.4 Safety and Health.

The safety and health of Supplier's employees and agents while on Qwest's or Qwest's customer's premises will be Supplier's sole responsibility. While on Qwest's or Qwest's customer's premises, Supplier and its employees and agents will comply with all applicable rules and regulations, as well as all local, state and federal environmental, health and safety requirements, including those relating to the use and handling of hazardous materials. Supplier will immediately report to Qwest any accidents, injuries or property damage arising from Supplier's performance of the Order. Supplier will provide Qwest with copies of any safety, health or accident reports that Supplier files with any third party with respect to Supplier's performance of the Order.

10. INDEMNIFICATION:

10.1 Intellectual Property Indemnification.

Supplier will, at Supplier's expense, indemnify, defend and hold harmless Qwest (including its officers, directors, employees and agents) and its affiliates and customers against any loss, cost, expense or liability (including without limitation attorneys' fees and costs and awarded damages) arising out of any claim that Purchases, or their use, infringe, violate or misappropriate a patent, copyright, trademark, trade secret or other intellectual property or proprietary right of any third party (a "Claim").

- (a) Supplier's obligation to indemnify Qwest pursuant to the preceding will not apply to the extent any infringement was directly caused by any combination of Purchases with any other product, system or method unless: (a) Qwest would be reasonably expected to use the Purchases in combination with such product, system or method; or (b) the product, system or method is (i) provided by Supplier or its affiliates, (ii) specified by Supplier to work with the Purchases, or (iii) reasonably required to use the Purchases in their intended manner.
- (b) If Supplier determines that any Claim is likely to result in an injunction affecting Qwest's ability to continue to use any of the Purchases, Supplier will promptly, at its expense, either (i) obtain the

right for Qwest to continue using the Purchases, or (ii) replace or modify them to be non-infringing and of equivalent functionality. If (i) or (ii) is not reasonably possible, Supplier will refund a pro-rata portion of the amounts paid under the Order for the Purchases (and, where applicable, based on the expected life thereof) and reimburse Qwest for all reasonable expenses for removal and replacement of the Purchases.

10.2 General Indemnification.

Each party (for purposes of this Indemnification Section, "Indemnifying Party") will indemnify, defend and hold harmless the other (including its officers, directors, employees and agents) and its affiliates and customers against any loss, cost, expense or liability (including without limitation reasonable attorneys' fees and costs) arising from the negligence, gross negligence or willful misconduct by the Indemnifying Party (including its affiliates, agents, employees and others under its direction or control).

10.3 Notice and Defense.

The party to be indemnified under this Section will notify the Indemnifying Party within a reasonable time after receiving notice of a claim. Provided that the Indemnifying Party promptly and reasonably investigates and defends any such claim, the Indemnifying Party will have control over the defense and settlement thereof. However, the indemnified party may participate in the defense at its option and expense. The party to be indemnified will furnish, at the Indemnifying Party's reasonable request and expense, information and assistance necessary for such defense.

11. WORK PRODUCT; DOCUMENTATION:

11.1 Definition of Work Product.

All materials, prototypes, drawings and any ideas, designs, techniques, inventions, discoveries, improvements, information, creations, software, methods, algorithms, architectural elements, subroutines, and any other items discovered, prepared or developed by or for Supplier in the course of or resulting from performance of the Order ("Work Product") will be promptly disclosed and furnished to Qwest. All right, title and interest in the Work Product will vest in Qwest and the Work Product will be deemed to be a work made for hire. To the extent it may not be considered a work made for hire, Supplier assigns to Qwest all right, title and interest in the Work Product, including all copyrights, patent rights, patents and applications therefor. Supplier will provide all assistance reasonably requested by Qwest to document and perfect these rights. Supplier will fully and promptly disclose to Qwest all Work Product.

11.2 Rights to Work Product.

Supplier will retain ownership of its previously developed items. If the Work Product includes previously developed items, Supplier hereby grants to Qwest a worldwide, unrestricted, royalty-free, perpetual, irrevocable license to make, have made, use, market, import, distribute, copy, modify, prepare derivative works of, perform, display, disclose and sublicense such items. This license grant shall apply to Qwest's third party contractors and agents in a worldwide networked environment. Qwest may allow third parties, including customers, contractors, or the public, to use the previously developed items in connection with data generated, tracked, collected, purchased, queried, input or otherwise acquired by Qwest in connection with its business.

11.3 Assistance to Convey Rights to Work Product.

Supplier represents and warrants that it has all necessary agreements with its employees, contractors and others in order to convey the ownership and license rights granted herein. Upon request, and without charge, Supplier agrees to reasonably assist Qwest (including by executing assignments and other documents) as may be required to protect, convey and enforce the rights of Qwest in and to the Work Product.

11.4 License Rights to Documentation.

Supplier grants to Qwest a license to use, modify, and make copies of Documentation for Purchases at no cost.

12. LIMITATION OF LIABILITY:

Except for each party's indemnification obligations and each party's breach of any requirements regarding

Confidential Information, neither party is liable to the other for consequential, incidental, indirect, punitive or special damages, including commercial loss and lost profits, however caused and regardless of legal theory or foreseeability, directly or indirectly arising in connection with the Order, even if such party has been apprised of the possibility of such damages. Notwithstanding the foregoing, there shall be no limitation on Supplier's liability to Qwest for claims that ordinarily would be covered by any Professional or Errors and Omissions Liability insurance required to be maintained by Supplier pursuant to these Terms.

13. INSURANCE:

Supplier will at all times while it has obligations outstanding under the Order, at its own cost and expense, carry and maintain the insurance coverage listed herein with insurers having at a minimum a "Best's" rating of A - VII. Supplier will not commence any work under the Order until Supplier has fulfilled all insurance requirements herein. Supplier will require its subcontractors and agents to maintain the same insurance coverage listed herein.

If the Order states higher insurance requirements than those listed herein, the Supplier and its subcontractors and agents must maintain the higher coverage.

13.1 Workers' Compensation Insurance.

Workers' compensation insurance with statutory limits as required in the State(s) of operation and providing coverage for any employee entering onto Qwest premises, even if not required by statute. Employer's Liability or "Stop Gap" insurance with limits of not less than \$100,000 each accident.

13.2 Commercial General Liability Insurance.

Commercial general liability insurance covering claims for bodily injury, death, personal injury or property damage occurring or arising out of the performance of the Order, including coverage for independent contractor's protection (required if any work will be subcontracted), premises-operations, products/completed operations, and contractual liability with respect to the liability assumed by Supplier under the Order. The limits of insurance will not be less than:

Each Occurrence	\$1,000,000
General Aggregate Limit	\$2,000,000
Products-Completed Operations Limit	\$1,000,000
Personal and Advertising Injury Limit	\$1,000,000

13.3 Automobile Liability Insurance.

Comprehensive Automobile Liability Insurance covering the ownership, operation and maintenance of all owned, non-owned and hired motor vehicles used in connection with the performance of the Order, with limits of at least \$1,000,000 per occurrence for bodily injury and property damage.

13.4 Insurance Limits and Certificates.

The insurance limits required herein may be obtained through any combination of primary and excess or umbrella liability insurance. Supplier will forward to Qwest certificate(s) of such insurance upon request. The certificate(s) will provide that: (a) for Commercial General Liability and Automobile Liability insurance, Qwest be named as an additional insured(s) as its interest may appear with respect to the Order; (b) 30 days prior written notice of cancellation, material change or exclusions to the policy will be given to Qwest; and (c) coverage is primary and not excess of, or contributory with, any other valid and collectible insurance purchased or maintained by Qwest.

13.5 Additional Insurance Requirements.

Any additional or different insurance requirements will be specified in the Specific Terms and Conditions or in the Order.

14. TERMINATION; CANCELLATION:

14.1 Notice.

Qwest may cancel any or all Purchases under an Order, for its convenience, with 5 days prior written notice. Supplier will be entitled to payment for Purchases accepted and received by Qwest as of the date

of termination. Qwest will have no other liability arising out of termination of the Order.

14.2 Bankruptcy and Insolvency.

The Order will terminate, without notice, (a) on the institution by or against Supplier of insolvency, receivership or bankruptcy proceedings, (b) on Supplier's making an assignment for the benefit of creditors, or (c) on Supplier's insolvency or ceasing to do business.

14.3 Breach.

Qwest may terminate the Order, in whole or in part, by written notice to Supplier if Supplier breaches the Order and fails to cure such breach to Qwest's satisfaction within 30 days of written notice specifying the breach.

14.4 Transition.

On any termination of the Order, in whole or in part, Supplier will promptly (a) document in detail the status of any Purchases in progress, (b) provide all assistance reasonably requested by Qwest in connection with the transition of services to Qwest and/or its agents, and (c) promptly refund or credit, at Qwest's option, any pre-paid amounts thereunder.

14.5 Pre-Termination Obligations.

Expiration or termination of the Order will not relieve either party from its obligations arising thereunder prior to such expiration or termination.

15. DISPUTE RESOLUTION:

15.1 Negotiation Between Executives.

The parties will attempt in good faith to resolve any dispute arising out of or relating to the Order promptly by negotiation between executives who are at a higher level of management than the persons with direct responsibility for administration of the Order. Any party may give the other party written notice of any dispute not resolved in the normal course of business. Within 15 days after delivery of the notice, the receiving party will submit to the other a written response. The notice and the response will include (a) a statement of each party's position and a summary of arguments supporting that position and (b) the name and title of the executive who will represent that party and of any other person who will accompany the executive. Within 30 days after delivery of the disputing party's notice, the executives of both parties will confer at a mutually acceptable time, and thereafter as often as they reasonably deem necessary, to attempt to resolve the dispute. All reasonable requests for information made by one party to the other will be honored. All negotiations and documents exchanged pursuant to this clause are confidential and will be treated as compromise and settlement negotiations for purposes of applicable rules of evidence.

15.2 Forum.

Any legal proceeding arising out of, or relating to, the Order will be brought in a United States District Court, or absent federal court jurisdiction, in a state court of competent jurisdiction, in the Denver, Colorado metropolitan area.

15.3 Waiver of Jury Trial and Class Action.

Each party, to the extent permitted by law, knowingly, voluntarily, and intentionally waives its right to a trial by jury and any right to pursue any claim or action arising out of or relating to the Order on a class or consolidated basis or in a representative capacity.

16. MISCELLANEOUS:

16.1 Access.

Qwest will permit Supplier access to Qwest's facilities and the facilities of Qwest's customers and vendors in connection with Supplier's performance of its obligations under the Order upon reasonable advanced written notice to Qwest. At Qwest's request, Supplier will furnish a personnel sheet containing the employee name, address, telephone number, job duties, key assignment and any other information Qwest deems necessary to safeguard its property and operations. Supplier will comply with Qwest's access policies and procedures.

16.2 Compliance with Laws and Policies.

Supplier will obtain, at its expense, all permits and licenses, pay all fees, and comply with all federal, international (if applicable), state and local laws, ordinances, rules, regulations and orders applicable to Supplier or Supplier's performance hereunder including, the Communications Act and orders of the Federal Communications Commission. Supplier agrees to adhere to the Qwest Ethical Business Practices, or with Supplier's code of conduct or own similar standards. If any terms of the Qwest Ethical Business Practices conflict with the terms of this Agreement, the Agreement will prevail. The Qwest Ethical Business Practices may be found at <http://www.qwest.com/about/company/ethics/files/EthicsBrochure2007FINAL.pdf>.

16.3 Remedies.

No remedy specified in these Terms will limit Qwest's other rights and remedies arising in connection with the Order, at law or in equity.

16.4 Governing Law.

The Order will be governed by the laws of the State of Colorado without reference to its choice of law rules.

16.5 Records and Audits.

- (a) Supplier will maintain complete and accurate records of all charges associated with the Order, in accordance with generally accepted accounting principles, for 72 months from the date of its termination or expiration. Qwest may inspect and retain copies of such records on reasonable notice.
- (b) Supplier agrees to cooperate with any reasonable request from Qwest to preserve information and documents, whether in paper or electronic form, in the event that Qwest reasonably anticipates a dispute with a third party in which such information may be relevant to either side's claims or defenses or otherwise subject to discovery.

16.6 Assignment and Delegation.

The rights and obligations of each party will be binding upon and inure to the benefit of its successors and permitted assigns. Supplier may not assign or delegate its rights or obligations under the Order, in whole or in part, without the prior written consent of Qwest. Any attempted assignment or delegation by Supplier without Qwest's prior written consent shall be null and void. Qwest may assign the Order, in whole or in part, without the consent of Supplier: (a) to any Affiliates of Qwest, (b) in connection with any merger, consolidation, reorganization or sale of all or any part of its business or assets; or (c) as Qwest deems appropriate in connection with any regulatory requirements. Qwest may delegate its rights and obligations under the Order in whole or in part, without the consent of Supplier.

Qwest plans to simplify its corporate structure in 2008, and therefore provides notice that in the future the Order, its exhibits, attachments, software and other licenses, trademarks, Confidential Information, Work Product, warranties, indemnifications and all other rights and obligations related to the Order will be assumed by Qwest Corporation or Qwest Communications Corporation, as applicable, by assignment, merger, operation of law or otherwise in one or more transactions.

16.7 Notices.

Any notices required or permitted under the Order will be sent to the addresses of the parties stated on the Order. Notice will be deemed given: (a) on the 1st day after deposit with an overnight courier, charges prepaid; (b) as of the day of receipt, if sent via first class U.S. Mail, charges prepaid, return receipt requested; and (c) as of the day of receipt, if hand delivered.

16.8 Advertising; Publicity.

Neither party will use the other party's names, marks, codes, drawings or specifications in any advertising, press release, promotional effort or publicity of any kind without the other's prior written

permission.

16.9 Waiver.

Any waiver by either party of any rights hereunder or of a breach of any provision of the Order will not constitute a waiver of any other breach of that or any other provision of the Order. Any waiver must be in writing.

16.10 Interpretation.

The term “including” in these Terms means by way of example, not limitation. Headings and subheadings used in these Terms are for convenience only, and have no substantive meaning. These Terms will not be construed against the drafting party. Supplier has read and carefully considered these Terms, and agrees, after opportunity to consult with legal counsel, that these Terms are fair and reasonable.

16.11 Non-exclusive Agreement.

The Order is non-exclusive, and Qwest does not make any commitment for or guarantee any minimum or maximum amount of Purchases by Qwest.

16.12 Severability.

The determination that any provision of these Terms is invalid or unenforceable will not invalidate these Terms, and these Terms will be construed and performed in all respects as if such invalid or unenforceable provision was omitted insofar as the primary purpose of the Order is not frustrated.

16.13 Time of Essence.

Time is of the essence with respect to Supplier’s obligations hereunder.

16.14 No Supplier Dependence.

Supplier acknowledges and agrees that Qwest is not responsible for knowing Supplier’s dependence on revenues from sales to Qwest in proportion to Supplier’s revenues from other customers, and Supplier agrees to release, hold harmless and indemnify Qwest from any and all claims and liabilities relating to Supplier’s financial stability which may result from Qwest’s termination of the Order for any reason whatsoever.

16.15 Survival.

The following provisions of these General Terms and Conditions regarding “Representations and Warranties”; “Confidential Information”; “Indemnification”; “Work Product; Documentation”; “Limitation of Liability”; “Dispute Resolution”; and “Governing Law” and all others that by their sense and context are intended to survive the expiration of the Order will survive.

II. SPECIFIC TERMS AND CONDITIONS - SERVICES

These Specific Terms and Conditions – Services apply to Qwest’s purchase of Services from Supplier. “Services” means any work performed by or for Supplier in connection with the Order, as described in the Order. For purposes of the General Terms and Conditions, Services are considered Purchases.

1. INVOICES:

For Services performed on a time and materials basis, Supplier will invoice Qwest on a monthly basis by the method agreed upon by the parties. For Services performed at a fixed price, Supplier will invoice Qwest upon completion and acceptance of milestones in accordance with the payment schedule set forth in the Order.

2. ACCEPTANCE:

If Qwest is not satisfied with any Services, Qwest will notify Supplier in writing within 30 days after Supplier’s performance of such Services.

3. ADDITIONAL REPRESENTATIONS AND WARRANTIES:

In addition to the Representations and Warranties in the General Terms and Conditions, Supplier represents and warrants that the Services will be provided in a professional and workmanlike manner.

4. SUPPLIER PERSONNEL:

Supplier will be solely responsible for securing suitably trained and experienced personnel to perform Services hereunder. Qwest reserves the right to require replacement of any Supplier personnel performing Services for Qwest in the event that Qwest determines in its sole discretion that the presence or utilization of such personnel is detrimental to the performance of Services, in which case Supplier will promptly replace such personnel and arrange for a timely transfer of knowledge and information with minimum delay.

5. DRUG TESTING:

If requested by Qwest, Supplier will, at Supplier's expense, conduct drug testing of any Supplier personnel who perform work at Qwest's facilities. Such drug testing will comply with Qwest's policies as well as any applicable laws. Supplier will report the results of any such drug testing to Qwest within 10 days of Qwest's request.

6. REPORTS:

Supplier will submit, on a monthly basis, or such other frequency as specified by Qwest, reports containing such information as may be reasonably requested by Qwest, including but not limited to the status of progress to milestones specified in the Order and the cumulative amounts billed to Qwest under the Order.

7. ADDITIONAL INSURANCE:

In addition to the requirements in the Section titled "Insurance" in the General Terms and Conditions, and subject to the procedures set forth therein, Supplier shall carry and maintain the insurance coverage listed below.

7.1 Errors & Omissions Liability Insurance.

If Supplier will be providing any consulting or "professional" Services (meaning, any Service that requires a license to perform the Service), Errors & Omissions liability insurance covering acts, errors and omissions arising out of Supplier's operations or services, and if applicable, including loss arising from unauthorized access or use that results in identity theft or fraud, with limits of not less than \$1,000,000 per claim. Such insurance shall provide a retroactive date prior to the date of the Order and either (a) continuous insurance coverage for a period of 2 years after termination of the Order, or (b) an extended reporting period of not less than 2 years after termination of the Order.

7.2 Employee Dishonesty Insurance or Fidelity Bond.

If (a) the Services involve (i) access to Qwest customer accounts, including securing third party customer information or (ii) unsupervised work on Qwest premises, or (b) Supplier accepts payment from third parties for Qwest products and services, Supplier shall provide Employee Dishonesty insurance or a Fidelity Bond covering all loss for which Supplier is legally liable, arising out of or in connection with any fraudulent or dishonest acts committed by Supplier personnel or third parties, acting alone or with others in the amount of not less than \$500,000.

7.3 Commercial Crime and Computer or Wire Transfer Fraud Insurance.

If the Services involve transactions of Qwest money or securities, Commercial Crime and Computer or Wire Transfer Fraud insurance covering Qwest losses resulting from theft, disappearance, destruction, wire transfer or computer fraud in an amount not less than \$1,000,000.

7.4 Motor Truck Cargo Insurance.

If Supplier is providing shipment Services, Motor Truck Cargo insurance covering losses to Qwest property with limits of not less than \$1,000,000 any one conveyance.

7.5 Warehousemen's Legal Liability Insurance.

If Supplier provides warehousing Services, Warehousemen's legal liability insurance covering loss or damage to property of others while acting as a warehouse operator or as a bailee with limits of not less than \$1,000,000 per occurrence. Such insurance shall be on a replacement cost basis and any loss or damage to Qwest property under the Order shall be adjusted with Qwest.

7.6 Aircraft or Helicopters.

If the Services involve the use of aircraft or helicopters, the owner/operator will provide aircraft liability covering the ownership, operation and maintenance of all owned and non-owned aircraft with limits of not less than \$5,000,000 per occurrence for bodily injury and property damage, including passengers. Qwest and Supplier are to be named as additional insured for Services related to the Order.

III. SPECIFIC TERMS AND CONDITIONS - PRODUCTS

These Specific Terms and Conditions – Products apply to Qwest’s purchase of Products from Supplier. “Products” means those goods, supplies, materials, articles, items, parts, and components described in the Order. For purposes of the General Terms and Conditions, Products are considered Purchases.

1. INVOICES:

Upon shipment of Products to Qwest, Supplier will issue an invoice therefore by the method agreed upon by the parties.

2. ACCEPTANCE:

If Qwest is not satisfied with any Product, Qwest will notify Supplier in writing within 60 days after delivery of such Product.

3. TRANSPORTATION AND PACKING:

Supplier will pack, mark, label, document and timely ship all Products in accordance with Qwest’s instructions, the Qwest procurement shipping manual (which manual may be found at <http://www.qwest.com/about/company/business/terms.html>), and accepted industry standards. Within 24 hours after shipment of any Product, Supplier will transmit a shipment notification to Qwest including the ship date, transportation carrier and transportation tracking number. Supplier will provide appropriate documentation to support invoices for delivery charges.

4. INVENTORY CONTROL:

4.1 Advance Replacement Service.

If any Product in Qwest’s possession needs repair (“Damaged Product”), Supplier will ship a replacement (“Replacement Product”) within 24 hours following Qwest notice. Qwest will promptly return the Damaged Product to Supplier. For Products under warranty, Supplier will ship Replacement Products via air freight at no cost to Qwest. Qwest’s acceptance of Replacement Products will be governed by the Section of these Terms titled “Acceptance”.

4.2 Spare Parts.

For each Product, Supplier will provide a standard spare parts list and current usage statistics for the spare parts. Supplier will sell to Qwest the necessary spare parts for any Product for a period of ten years following the date on which Supplier discontinues the Product. Spare parts will be equivalent to the original parts in form, fit and function.

4.3 Inventory Adjustment.

Qwest may return Products to Supplier for a full refund for 120 days after Qwest’s acceptance thereof.

5. ADDITIONAL INSURANCE:

In addition to the requirements in the Section titled “Insurance” in the General Terms and Conditions, and subject to the procedures set forth therein, Supplier shall carry and maintain the insurance coverage listed below.

5.1 Motor Truck Cargo Insurance.

If Supplier is providing shipment services in connection with the Products, Motor Truck Cargo insurance covering losses to Qwest property with limits of not less than \$1,000,000 any one conveyance.

5.2 Property Insurance.

If Supplier provides storage for Qwest-owned Property, Supplier shall provide either (a) “All-Risk” property

insurance on a replacement cost basis covering Qwest property in Supplier's care, custody or control or (b) Warehousemen's legal liability insurance covering loss or damage to property of others while acting as a warehouse operator or as a bailee with limits of not less than \$1,000,000 per occurrence.

5.3 Employee Dishonesty Insurance or Fidelity Bond.

If Supplier provides storage for Qwest-owned Property, Supplier shall provide Employee Dishonesty insurance or a Fidelity Bond covering all loss for which Supplier is legally liable, arising out of or in connection with any fraudulent or dishonest acts committed by Supplier personnel or third parties, acting alone or with others in the amount of not less than \$1,000,000.

IV. SPECIFIC TERMS AND CONDITIONS - SOFTWARE

These Specific Terms and Conditions – Software apply to Qwest's purchase of Software from Supplier. "Software" means all software licensed in connection with the Order, including all modifications, revisions, replacements, corrections, updates, upgrades and enhancements to such software ("Enhancements"). For purposes of the General Terms and Conditions, Software is considered Purchases.

1. INVOICES:

Upon Qwest's acceptance of Software, Supplier will issue an invoice therefore by the method agreed upon by the parties.

2. ACCEPTANCE:

Upon installation of the Software, Qwest will test and evaluate the Software to ensure that it conforms to all Specifications. If the Software does not conform to the Specifications, Qwest will notify Supplier in writing within 60 days.

3. SOFTWARE REPRESENTATIONS AND WARRANTIES:

In addition to the Representations and Warranties in the General Terms and Conditions, Supplier represents and warrants that:

- (a) the Software contains no (i) malicious or disabling code that may damage, destroy or destructively alter software, hardware, systems or data, including viruses, trojan horses, worms, timebombs, backdoors, or mechanisms designed to permit Supplier or any other party to shut down or interfere with the operation of the Software; or (ii) keys required for the continued use of the Software following initial installation, except as specifically stated in the Order;
- (b) the media on which all Software is furnished are and will be, under normal use, free from defects in materials and workmanship; and
- (c) the Software is and will be compatible and will operate with all prior, current and future versions of any third party software and products that it was designed to operate with.

4. ENHANCEMENTS:

Supplier will promptly deliver each Enhancement to Qwest, including all Documentation relating thereto. The Section of these Specific Terms and Conditions titled "Acceptance" will apply to each Enhancement. If Qwest rejects or does not implement any Enhancement, Supplier will continue to provide any applicable services for the version of the Software in use by Qwest.

5. DELIVERY; INSTALLATION:

Supplier will deliver Software within seven business days after acceptance of the Order. Supplier will pack, mark, label, document and ship all Software in accordance with Qwest's instructions and accepted industry standards. Supplier will provide appropriate documentation to support invoices with respect to delivery charges. Unless otherwise specified in the Order, Supplier will promptly and diligently install and configure the Software ordered in connection with the Order.

6. GRANT OF LICENSE:

- 6.1** Supplier hereby grants to Qwest a perpetual, worldwide, irrevocable, transferable, non-exclusive right and license to: (a) install, display, perform, use, reproduce, execute, distribute and create derivative works of the Software; and (b) use all intellectual property rights necessary to use the Software as authorized in

subparagraph (a). This license grant shall apply to Qwest's third party contractors and agents in a worldwide networked environment. Qwest may allow third parties, including customers, contractors, or the public, to use the Software in connection with data generated, tracked, collected, purchased, queried, input or otherwise acquired by Qwest in connection with its business.

- 6.2** Title to and ownership of the Software will remain with Supplier. Subsection 11.2 of Section 11 "Work Product; Documentation" of the General Terms and Conditions does not apply to Software licensed under this Agreement to the extent that the Software is previously developed by Supplier and not customized or modified for Qwest. Without Supplier's prior written consent Qwest will not reverse engineer or reverse compile any part of the Software or remove, obscure or deface any proprietary notice or legend contained in the Software. All rights and licenses granted under or in connection with the Order are, and will be deemed to be for purposes of Section 365(n) of the U.S. Bankruptcy Code, licenses of rights to "intellectual property," as defined in Section 101 of the U.S. Bankruptcy Code.

7. SURVIVAL OF LICENSE:

All licenses granted in connection with these Terms are perpetual and survive any termination of the Order.

8. SPECIFIC OFFSHORE TERMS:

8.1 Compliance with Export Laws.

The parties acknowledge that certain technical data, software object code and source code provided under the Order, or made available via electronic means, may be subject to export controls under the laws and regulations of the United States and other jurisdictions. Supplier hereby agrees to comply with all applicable laws and regulations, and assumes full responsibility to determine and secure any required U.S. export authorizations, to report export statistics required by U.S. laws and regulations, and to comply with applicable U.S. Customs regulations related to the export from the United States of any Qwest software, whether proprietary or obtained from third parties.

8.2 Government Authorizations.

Supplier attests that items transferred from Qwest will not be used directly or indirectly in nuclear, missile, and chemical and biological end-uses as prohibited by Part 744 of the U.S. Export Administration Regulations, unless written authorization is obtained from the U.S. Government. Supplier also will comply with all U.S. or other government laws and regulations prohibiting exports to persons engaging in weapons of mass destruction activities without obtaining any necessary government authorizations. Supplier further expressly agrees not to sell or otherwise transfer items transferred from Qwest to companies or persons on the Denied Parties List, the list of Specially Designated Nationals and Blocked Persons, or any other restricted companies or persons on a list published by the U.S. Government.

V. SPECIFIC TERMS AND CONDITIONS – RESALE

These Specific Terms and Conditions – Resale apply to Qwest's purchase of Services, Products and Software from Supplier and resale by Qwest to its customers. For purposes of the General Terms and Conditions, Services, Products and Software purchased for resale are considered Purchases.

1. DEFINITIONS; APPLICATION:

- 1.1** A "customer" means an individual or entity to whom Qwest sells a Purchase, either in a bundled package or on a stand-alone basis.

- 1.2** These Specific Terms and Conditions – Resale apply in addition to the Specific Terms and Conditions – Services, the Specific Terms and Conditions – Products, and the Specific Terms and Conditions – Software, as applicable to the Purchase. By way of example only, if the Order covers Software that is purchased by Qwest for resale, then (a) these Specific Terms and Conditions – Resale and (b) the Specific Terms and Conditions – Software, are part of the Terms applicable to the Order. By way of example only, if the Order covers Software that is part of, or embedded in, any Service or Product purchased by Qwest for resale, then (i) these Specific Terms and Conditions – Resale, (ii) the Specific Terms and Conditions – Software and (iii) the Specific Terms and Conditions – Services or the Specific Terms and Conditions – Products, as applicable, are part of the Terms applicable to the Order.

2. GRANT OF LICENSE; RESTRICTIONS:

- 2.1 Supplier grants to Qwest, during the term of the Order, a worldwide, irrevocable, transferable, non-exclusive right and license to sublicense and distribute Software that is purchased by Qwest directly or that is part of, or embedded in, any Service or Product.
- 2.2 Supplier grants to Qwest, during the term of the Order, a worldwide, irrevocable, transferable, non-exclusive right and license to advertise, promote, market, resell, sublicense and distribute the Purchases and to provide related services.
- 2.3 Supplier grants to Qwest, during the term of the Order, a worldwide, irrevocable, transferable, non-exclusive right and license to use, reproduce and distribute the Documentation in connection with Qwest's exercise of the rights granted in this Section. At Qwest's request, Supplier will provide camera-ready masters of the Documentation.
- 2.4 Qwest will not remove Supplier's trademarks from the Purchases or Documentation. Qwest may affix a label on the Documentation depicting Qwest's logo, name and address and identifying Qwest as the service agent for the Purchases, if applicable, provided that Qwest does not obscure Supplier's trademarks.

3. MARKETING AND DISTRIBUTION:

Qwest's marketing of the Purchases will be within Qwest's sole discretion. Without limiting the foregoing, Qwest may decline to advertise, promote, market, resell, sublicense and/or distribute any Purchases without limiting the licenses granted to Qwest. Qwest may bill its customers for Purchases at prices determined in Qwest's sole discretion.

4. ADDITIONAL REPRESENTATIONS AND WARRANTIES:

In addition to the Representations and Warranties in the General Terms and Conditions, Supplier represents and warrants that Supplier has all requisite ownership, rights and licenses to grant to customer all rights to the Purchases free and clear from any and all liens, adverse claims, encumbrances and interests of any third party.

5. ADDITIONAL INSURANCE:

In addition to the requirements in the Section titled "Insurance" in the General Terms and Conditions, and subject to the procedures set forth therein, Supplier shall carry and maintain the insurance coverage listed below.

5.1 Errors & Omissions Liability Insurance.

- (a) If Supplier will be providing Services, Errors & Omissions liability insurance covering acts, errors and omissions arising out of Supplier's operations or services, and if applicable, including loss arising from unauthorized access or use that results in identity theft or fraud, with limits of not less than \$1,000,000 per claim. Such insurance shall provide a retroactive date prior to the date of the Order and either (i) continuous insurance coverage for a period of 3 years after termination of the Order, or (ii) an extended reporting period of not less than 3 years after termination of the Order.
- (b) If Supplier provides language interpretation services for (i) any medical or healthcare information or (ii) emergency services, including but not limited to E-911, police, fire, or ambulance, then the insurance required under 5.1(a) above is replaced with the following:

Errors & Omissions liability insurance covering acts, errors and omissions of Supplier with limits of not less than \$2,000,000 per claim and endorsed to provide coverage for bodily injury and property damage with respect to liability assumed by Supplier under the Order. The insurance shall cover Supplier's independent contractors or subcontractors that provide translation services under the Order. Such insurance shall provide a retroactive date prior to the date of the Order and either (1) continuous insurance coverage for a period of 3 years after termination of the Order, or (2) an extended reporting period of not less than 3 years after termination of the Order.
- (c) If Supplier will manage, analyze or configure E-911 data or systems, the insurance required under 5.1(a) above is replaced with the following:

Errors & Omissions liability insurance covering acts, errors and omissions arising out of Supplier's operations or services in the amount of \$10,000,000 per claim in the aggregate. The insurance shall include bodily injury and property damage resulting from the failure to properly manage, analyze or configure E-911 emergency systems or data as required under the Order. Such insurance shall provide a retroactive date prior to the date of the Order and either (i) continuous insurance coverage for a period of 3 years after termination of the Order, or (ii) an extended reporting period of not less than 3 years after termination of the Order.

6. MECHANICS' LIEN:

Supplier hereby agrees that no mechanics' lien or other claims or demands shall be filed or maintained by it or any of its suppliers or next tier suppliers against any services, or equipment or the real estate upon which such equipment is installed, maintained, repaired or otherwise serviced for or on account of labor done or materials furnished pursuant to the Order; and Supplier will provide a signed lien waiver and release on a form satisfactory to Qwest when Supplier submits an invoice for payment by Qwest.

7. INDEMNIFICATION.

Subcontractor agrees to indemnify and hold harmless Qwest and its customer from any loss, liability, damage, cost or expense (including reasonable attorneys' fees) which may arise or result directly or indirectly from any acts, errors or omissions of Supplier, its employees and/or agents.

8. WARRANTIES.

Any and all warranties granted under the Order shall pass through to Qwest's customer. Seller shall assist Qwest or its customer with claims under Seller's warranty. Warranties will not be affected by removal, relocation or resale of Purchases and warranties will survive inspection, acceptance and payment. Warranties will run to Qwest, its agents, successors in interest, assigns and customers. If Supplier is not the manufacturer of any Product or Software, Supplier will obtain the same warranty as specified under the Order from the manufacturer, will pass such warranty on to Qwest and its customer, and will assist Qwest and its customer in making claims under such warranty.

9. ADDITIONAL SERVICE TERMS:

9.1 Bond.

Upon request by Qwest's customer, Supplier shall provide a good and sufficient performance and payment bond in an amount equal to the total payment Supplier shall receive upon completion of the Services, with a surety satisfactory to Qwest and qualified to do business in all states in which Supplier's Services are to be performed. The bond, when required, shall be provided within 10 days of Qwest's request and shall be payable to Qwest.

9.2 Retain Payments.

Qwest reserves the right to retain ten percent (10%) of payments otherwise due until final acceptance of the Services.

9.3 Performance of Services.

If the premises where the Services are to be performed are occupied, Supplier shall perform the work required in such a manner as not to interrupt or interfere unreasonably with the conduct of business by Qwest's customer or other workers.

9.4 Inspection.

Qwest, at its option, may observe and inspect Supplier's work at any time. It is expressly understood and agreed that such observations and inspections by Qwest shall not relieve Supplier from any responsibility for the proper supervision and execution of the Services.

9.5 Risk of Loss.

Until acceptance of the Services by Qwest or its customer or until return of Qwest's property to Qwest, Supplier shall bear the risk of loss to any Qwest property utilized in installation Services including, but not limited to, any equipment to be installed, materials, supplies or other property that may be delivered to

Supplier. Supplier shall take all reasonable and necessary precautions to prevent damage, loss or theft of Qwest property. At the completion of the Services, Supplier agrees to return promptly all unused material and supplies of Qwest. Supplier agrees to reimburse Qwest for the actual cost to replace any such items that are lost, damaged or stolen prior to acceptance of the Services or which are not promptly returned to Qwest at the completion of the Services. Qwest shall have the right to deduct the cost thereof from any payments due Supplier.

9.6 Clean Up.

Supplier shall remove all waste material, rubbish and other debris from and about the work site, as well as all tools, scaffolding, construction equipment, machinery and surplus materials and shall at all times keep the premises free from accumulations of the same. Upon completion of the Services, Supplier shall restore the work site or arrange to have the work site restored to essentially its former condition at no additional cost to Qwest or its customer.

9.7 Delivery of Supplies and Materials.

If the Order is terminated, Qwest may require Supplier to transfer title and deliver to Qwest any supplies and materials, plans, drawings, information or contract requirement that Supplier has specifically produced or acquired for the terminated portion of the Order. Upon direction of Qwest, Supplier shall also protect and preserve property in its possession in which Qwest has an interest.

10. ADDITIONAL PRODUCT TERMS:

10.1 Support of End-Users.

Unless otherwise provided in the Order, Qwest will be responsible for providing support services with respect to Products to the Qwest customers.

10.2 Revision Control:

Supplier will notify Qwest in writing within 30 days after Supplier's decision to implement any modification or improvement to any Product; provided that, if the modification or improvement will affect the Specifications, Supplier will notify Qwest in writing at least 180 days prior to implementing such change. Supplier will provide Documentation describing any such modifications or improvements to Qwest as soon as the same is available.

10.3 Product Marking:

Supplier will mark each Product in a manner that permits Qwest to determine the warranty status thereof. Further, Supplier will mark each Product with Supplier's model/stock and serial number and month and year of manufacture, and will mark each repaired or replaced Product with date of repair/replacement.

11. SURVIVAL:

The following provisions of these Specific Terms and Conditions - Resale regarding "Additional Representations and Warranties," "Mechanics' Lien," "Warranties" and "Indemnification" and all others that by their sense and context are intended to survive the expiration of the Order will survive.