

Lumen Channel Teaming Incentive

Increase teamed sales to generate higher revenue and commissions



The Lumen Channel Partner Program has launched a new Channel Teaming Incentive for Partners. **From December 1, 2020, to June 30, 2021, the Lumen Channel Partner PPA Channel-Integrated Engagement (CIE) reduction rate applicable to commissionable revenue will be lowered from 30% to 15% on new Qualified Sales.** This change will not only increase your compensation, but is intended to drive incremental sales and help achieve improved collaboration with Lumen's Direct Sales Team.

This temporary CIE reduction rate change is being implemented as a seven-month Partner Incentive trial, and may continue if the program goals are achieved. During the Incentive Period, we'll evaluate and refine the program to determine if it will become a long-term CIE policy change.

Program Benefits for Lumen Channel Partners:



- Enhanced Partner experience on teamed deals
- Improved deal close rate
- Improved collaboration and alignment on CIE opportunities
- Increased opportunity for growth and CIE payouts

Incentive Overview:

- CIE sales incentive will temporarily reduce the PPA standard CIE reduction rate applicable to commissionable revenue from 30% to 15% on new Qualified Sales, subject to the applicable M&Ps.
- All Qualified Sales and commissionable revenue existing before December 1 at the 30% CIE reduction rate will remain as-is.

Incentive Period: December 1, 2020 - June 30, 2021

See Page 2 for full terms and conditions. Contact your Lumen Account Team for full details.

Terms & Conditions: Lumen Channel Teaming Incentive

- The Lumen Channel Teaming Incentive (the “Incentive”) is open to Eligible Participants (defined below).
- Eligible Participants are eligible to receive, during the Incentive Period, a CIE reduction rate of 15% applicable to commissionable revenue subject to the following terms and conditions.
- The Incentive applies only to new Qualified Sales that are Channel Integrated Engagements, subject to applicable Methods and Procedures (M&Ps)
- “Eligible Participants” means Channel Partners who have active partner agreements with CenturyLink Communications, LLC d/b/a Lumen Technologies Group (“Lumen”) or its affiliates and such Partners’ sub-agents.
- “Incentive Period” means the period beginning December 1, 2020 and ending June 30, 2021.
- The standard CIE reduction rate of 30% applicable to commissionable revenue is set forth in Commission Schedule A-1 of the PPA, Section B-4 (Channel Integration). By participating in this Incentive, Eligible Participants agree to the 15% CIE reduction rate during the Incentive Period subject to the terms and conditions hereof. At the end of the Incentive Period, the CIE reduction rate of 30% will automatically be reinstated and apply to all new Qualified Sales after the end of the Incentive Period.
- The CIE reduction rate of 15% applicable to commissionable revenue will be applied as follows:
 - The CIE reduction rate of 15% will be applied to commissionable revenue for new Qualified Sales starting on December 1, 2020 with December results processing
 - The reduction will be applied according to the existing compensation revenue mapping model by billing system
 - Where commissionable revenue is tagged at BAN level (Latis, Latis to Kenan, Ensemble, and some legacy Kenan) BANs created for new services (creation date 12/1/2020, first assignment effective 12/1/2020)
 - Legacy Kenan circuit level – Order Acceptance date 12/1/20 forward based on sales report
 - BRM Asset level tagging – Customer Acceptance date after December 1, 2020
 - CRIS and CABS (IRP) order processing – Order Post Date 12/1/20 forward
 - If Eligible Participant is already tagged to existing revenue at BAN level with the standard 30% CIE reduction rate, a new BAN must be created to receive the 15% CIE reduction rate on new Qualified Sales
 - Latis, Latis to Kenan, Ensemble, and some legacy Kenan
 - A new BAN must be created for the new services (creation date 12/1/2020 and first assignment effective 12/1/2020)
- Eligible Participant is responsible to ensure all M&Ps are followed to qualify for and receive the Incentive. This means working with Lumen teams to ensure M&Ps are followed.
- The Incentive does not apply to existing Qualified Sales and commissionable revenue including
 - Existing commissionable revenue and Qualified Sales assigned to the Eligible Participant
 - Upgrades or renewals of previous Qualified Sales
 - Existing services moving between revenue elements and/or billing systems that are not new revenue to Lumen
- All processes described above will cease with the Incentive end date of June 30, 2021 and June results processing month. Any commissionable revenue created after June 30, 2021 will revert to the existing standard CIE reduction rate of 30% applicable to commissionable revenue.
 - Commissionable revenue tagged at 15% in accordance with the Incentive will continue with the 15% CIE reduction rate after the end of the Incentive Period
 - After the end of the Incentive Period, Eligible Participants will be required to comply with M&Ps to ensure the standard 30% CIE reduction rate apply to any additional revenue
- The Incentive will be paid with normal commission timing and processes as an adjustment to the standard CIE reduction rate of 30% applicable to commissionable revenue and not a separate line item
- Except as set forth in this Incentive relating to the CIE reduction rate, the PPA terms and conditions are not modified and remain in effect.
- Standard commission processes apply.
- Lumen may modify, suspend, amend or terminate the Incentive at any time and without prior notice to or consent of Eligible Participants. Lumen specifically reserves the right to change the Incentive in a manner that may modify or eliminate the amount of the Incentive, provided that at no time will any such modification increase the CIE reduction rate applicable to commissionable revenue above 30% without a written amendment to the existing PPAs between Lumen and Channel Partners.
- Incentive disputes will be considered on a case-by-case basis in accordance with the provisions set forth in the PPA. All disputes must be submitted following normal compensation issue procedures and timing.
- Any liability for federal, state or other taxes for the Incentive will be the sole responsibility of the Eligible Participants. Lumen will not be responsible for payment of any such taxes.
- Lumen reserves the right to end, modify, or deny any claim under this Incentive, including the right, in its sole discretion, to deny any Incentive submission that does not satisfy the terms of the Incentive.
- Lumen may recover incentives paid in connection with any issues not following the methods and procedures defined for the program, including by way of off-set against the Channel Partner’s normal commissions
- Check the Lumen Channel Partner Portal regularly for updates to the Incentive.
- This Incentive may not be combined with other incentives offered by Lumen that exclude CIE deals.

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