

# Lumen SD-WAN Incentive

Earn a one-time payout equal to 1X MRC, up to \$5,000 per billing customer



Help customers improve the performance, security and reliability of their network with a managed or co-managed SD-WAN solution from Lumen. Digital Transformation is driving organizations to rethink and upgrade their technology, including the wide area network (WAN). SD-WAN helps reduce network costs, increase speed and optimize bandwidth.



## Here's the deal:

- Sell an Eligible Product valued at \$1,500 MRC or more. Products include:
  - Lumen® SD-WAN powered by Versa
  - Lumen® SD-WAN with Cisco Meraki
  - Lumen® Managed Enterprise with Cisco Meraki
- Earn a one-time payout equal to 1X MRC, up to \$5,000, per billing customer
- New purchase required with a minimum contract term of two years
- Non-channel integrated (NCI) sales only

### Incentive Period: July 1 - Dec. 31, 2020

See Page 2 for full terms and conditions. Information on all Partner incentives is available on the Lumen Channel Partner Portal. Contact your Lumen Account Team for full details.

## Terms & Conditions: Lumen SD-WAN Incentive

- The SD-WAN Incentive (the “Incentive Program”) applies to Channel Partners who have active partner agreements with Lumen or its affiliates and such Partners’ Sub-Agents (“Eligible Participants”) subject to the following terms and conditions. Current commissionable products are defined in the Lumen Channel Partner Portal.
- The Incentive Program applies only to qualified sales:
  - Marked “Closed Won” in Salesforce.com from July 1, 2020 through December 31, 2020;
  - For new logo customers or for existing customers ordering net-new services (renewals and/or replacement services (e.g. ported or upgraded services) will not qualify for the Incentive Program)
  - With a minimum monthly recurring charge (“MRC”) of \$1,500 or more and a minimum contract term of 2 years
  - For Eligible Products (defined below)
  - For non-channel integrated (NCI) deals
- “Eligible Products” for purposes of this Incentive Program means Lumen SD-WAN powered by Versa, Lumen SD-WAN with Cisco Meraki, and Lumen Managed Enterprise with Cisco Meraki
- A “new logo” is a sale to a customer that has no historical sales and no historical revenue at the Bus Org Number and Ultimate Customer level for the previous 6 months.
- Sales must provide a Lumen countersigned contract, if applicable.
- This Incentive Program can be applied once per billing customer per incentive period.
- Payout based on the MRC stated in a valid customer order signed and submitted by customer and accepted by Lumen in accordance with its standard process. Qualified sales amounts consist of MRC + Committed Usage.
- All Eligible Product orders included on the original deal will count towards the incentive requirements. Products added on subsequent deals will not be included.
- Channel Partners will be paid at the Partner level through the regular commission process.
- Standard commission rates apply in addition to Incentive Program.
- Standard ordering processes apply.
- The Incentive will be paid approximately 45 days after a qualified sale is “Closed Won” in Salesforce.com on or before December 31, 2020.
- Incentive Program will apply to strategic product migrations/ replacement services and technology refresh only if such migrations/replacement services and refreshes qualify for sales recognition under Lumen’s Sales Recognition guidelines. Strategic Product Migration Sales recognition is based on full value if the service substitution is a strategic product migration (as approved by Finance/Product).
  - Migration/Replacement Services – Sales recognition is for the net new revenue generated; If the replacement services are similar, sales recognition will be computed for the incremental amount of revenue increase.
  - In either case, the related disconnect will be netted with new install service to compute the net amount.
- Eligible Participants are eligible to receive a one-time payout equal to 1X MRC for each qualified sale, with a maximum payout of \$5,000 per billing customer.
- This Incentive Program will expire December 31, 2020, or upon budget depletion – whichever comes first. In situations of budget depletion, deals will be paid on a first-in basis up to the budgeted amount.
- Lumen may modify, suspend, amend or terminate the Incentive Program at any time and without prior notice or consent by Eligible Participants. Lumen specifically reserves the right to change the Incentive Program in a manner that may modify or eliminate the amount of Incentive Program. To be effective, any modification, suspension, or amendment of the Incentive Program must be authorized in writing by the Sales Operations lead or his/her designee.
- Incentive Program disputes will be considered on a case-by-case basis. All disputes must be submitted within 90 days of the Salesforce.com “Closed Won” date. Incentive disputes submitted after 90 days will not be considered.
- Lumen reserves the right in its sole discretion to disallow any opportunity that does not meet the terms of the Incentive Program.
- Any liability for federal, state or other taxes for the 2020 Incentive Program 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 Program.
- Lumen will review all submitted orders to ensure Incentive Program criteria have been met before payouts are awarded.
- Orders that cancel prior to installation will not qualify for the Incentive Program and Lumen may recover incentives paid in connection with such Orders, including by way of off-set against the Channel Partner’s normal commissions.
- Lumen reserves the right to review all qualified sales for which Eligible Participants received an incentive under this Incentive Program six months from the service installation date to verify that the minimum MRC requirement for such qualified sale is being met. If not, Lumen may recover the incentive paid, including by way of off-set against the Channel Partner’s normal commissions.
- Void where prohibited.
- Check the Lumen Channel Partner Portal regularly for updates to the Incentive Program.
- This Incentive Program may be combined with other incentives offered by Lumen.