



ETHERNET DEDICATED E-LINE +

1. GENERAL
 - 1.1 Service Definition
 - 1.2 Standard Service Features
 - 1.3 Reconfiguration
 - 1.4 Optional Service Features
2. SUPPLEMENTAL TERMS
 - 2.1 Rejection of Orders
 - 2.2 India Encryption Restriction
 - 2.3 Restriction on use of VoIP and/or Internet in Russia.
3. SERVICE LEVEL AGREEMENT
4. FINANCIAL TERMS
 - 4.1 General
 - 4.2 Administrative Charges
 - 4.3 Billing Start Date
 - 4.4 Reconfiguration Charges
5. DEFINITIONS

1. GENERAL

- 1.1 **Service Definition.** Verizon's Ethernet Dedicated E-Line + (Dedicated E-Line) service uses dedicated virtual circuits, with security characteristics similar to traditional private line services, to provide point-to-point or point-to-multipoint connectivity. As these circuit paths are predetermined, Dedicated E-Line also provides predictable latency, in addition to options for diverse, redundant connections for business continuity (subject to availability).
- 1.2 **Standard Service Features.** With Dedicated E-Line, Verizon provides a static, predetermined Ethernet Virtual Circuit (EVC) that is provisioned through Verizon's private network (sometimes known as Explicit Routing Option or ERO), with the highest Class of Service (COS) for priority routing.
- 1.3 **Reconfiguration.** Verizon will reconfigure bandwidth on Dedicated E-Line, upon Customer request. Related Local Access must have sufficient bandwidth and the correct specification provisioned to support the reconfiguration request.
- 1.4 **Optional Service Features**
 - 1.4.1 **Business Continuity Options.** As an alternative to a single, unprotected ERO EVC, Customer can choose an EVC with protection. Under this option, Verizon provides an ERO primary path EVC, and a backup EVC with a system-selected path, or an ERO primary EVC with a backup ERO EVC.
 - 1.4.2 **Service Edge Diversity.** With Service Edge Diversity, Verizon will provide a second circuit connected to a separate Layer 2 switch device as determined by Verizon.
 - 1.4.3 **Service Edge Geographic Diversity.** With Service Edge Geographic Diversity, Verizon will provide a second circuit connected to a separate Layer 2 switch device in a different building as determined by Verizon.

2. SUPPLEMENTAL TERMS

- 2.1 **Rejection of Orders.** Verizon may reject Customer's order for Dedicated E-Line in the event (a) of the inability or impracticality of providing Dedicated E-Line in a particular geographic area in which Verizon



does not have sufficient presence, capacity, corporate infrastructure, or network technical infrastructure to effectively support Dedicated E-Line Services; or (b) Verizon has ceased supporting new implementations of Dedicated E-Line.

- 2.2 **India Encryption Restriction.** Customer will not employ bulk encryption equipment in connection with Verizon Facilities in India. Customer may use encryption up to 40 bit key length in RSA algorithm. If Customer requires encryption higher than this limit, then Customer will obtain approval from relevant telecom authority.
- 2.3 **Restriction on use of VoIP and/or Internet in Russia.** Customer shall not use Ethernet Dedicated E-Line + for sending or receiving VoIP and/or Internet traffic. Any Customer violation of the foregoing obligation shall constitute Cause under the Agreement and Verizon shall have the right to suspend and/or terminate Customer's use of Ethernet Dedicated E-Line + services.

3. SERVICE LEVEL AGREEMENT

The SLA for Ethernet Dedicated E-Line may be found at the following URL:
www.verizonenterprise.com/external/service_guide/reg/cp_edeline_plus_sla.pdf

4. FINANCIAL TERMS

- 4.1 **General.** Customer will pay the charges for Dedicated E-Line specified in the Agreement, including those below and at the following URL: www.verizonenterprise.com/external/service_guide/reg/applicable_charges_toc.htm. Monthly recurring charges (MRCs) are fixed for the Service Commitment (if applicable). Charges below are in U.S. dollars and will be billed in the invoice currency for the associated service.

4.2 **Administrative Charges**

Administrative Charge	Charge Instance	NRC
Administrative Change	Per Change	\$60.00
Cancellation Order	Per Connection	\$800.00
Expedite	Per Connection	\$1,000.00
Pending Order Change	Per Connection	\$60.00
Physical Change	Per Connection	\$200.00
Reconfiguration	Per Connection	\$200.00
Service Date Change	Per Connection	\$60.00

- 4.3 **Billing Start Date.** Charges will start to accrue upon the Service Activation Date for Dedicated E-Line at a Customer Site as soon as a Service Activation Date has been established for at least 2 Customer Sites on a Dedicated E-Line connection. In any case, the Service Activation Date shall be deemed established for any Customer Site not already so established on the 61st day after Customer places its order, if it is not yet established because Customer has failed to provide Verizon with the information and assistance reasonably requested by Verizon to provision Dedicated E-Line for such Customer Site(s).
- 4.4 **Reconfiguration Charges.** An NRC applies per bandwidth reconfiguration, in addition to charges applicable to an Administrative Change. For orders which require a change in Customer's existing interface, physical access facility, and/or provider of the physical access facility, either Customer's Local Access circuit or Dedicated E-Line Service or both may need to be terminated and re-installed. Such termination may generate applicable early termination charges for which Customer is responsible. Customer will also be responsible for any charges resulting from installation of new Dedicated E-Line Service and/or Local Access circuit, as applicable.



5. **DEFINITIONS.** The following definitions apply to Dedicated E-Line, in addition to those identified in the Master Terms of your Agreement and the administrative charge definitions at the following URL www.verizonenterprise.com/external/service_guide/reg/definitions_toc_2017DEC01.htm.

Terms	Definitions
Administrative Change	The modification of an existing circuit that involves changes to Customer name, Customer contact name, Customer phone number, verification of testing performed by third parties other than Verizon, and Service component rearrangements not involving a physical change.
Pending Order Change	The modification of an Order at Customer's request prior to the completion date of the Order.
Physical Change	The modification of an existing circuit, at the request of Customer, requiring physical change or re-termination of the circuit.
Service Date Change	The modification of an order, at the request of Customer, to request a new order due date that is within 30 days of the original order due date. Charges will apply for each occurrence in addition to other applicable Administrative Charges.
Explicit Routing Option	Routing of the Label Switched Path (LSP) that allows for a fixed path with deterministic latency. In the case when Customer diversity is required, the ability to configure either two explicitly routed diverse LSPs or a single LSP with explicit routed primary path and standby path.