



## BROADBAND +

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### 1. GENERAL

1.1 **Service Definition.** Broadband + (Broadband) utilizes public IP as transport from Customer Sites to Verizon's network services using a range of broadband access technologies including but not limited to copper, wireless, fiber or cable lines. Broadband must be used in conjunction with a Verizon-provided international network service, and primarily for the purpose of connecting a Customer Site to that network service. Broadband cannot be used solely for Internet access and is not sold on a standalone basis. For each Customer Site Verizon will provision at an agreed bandwidth.

### 1.2 **Standard Service Features**

1.2.1 **IP Addresses.** Assignment of a suitable number of dynamic or static (as available) IP addresses (IPv4 protocol) to be used in conjunction with the Service in accordance with the currently applicable assignment guidelines in the relevant region. These IP address are provided from the autonomous system number "ASN" network of a Third Party Vendor.

1.2.2 **Service Equipment.** Service Equipment, where relevant, through which Customer can connect its network to the Verizon Network is via an Ethernet interface. In the countries where Service Equipment is not available as part of the Broadband, Broadband will be terminated on CPE.

1.2.3 **Local Access.** Verizon orders the local access from the Third Party Vendor who configures and tests the Local Access.

1.2.4 **Network Outage Notification.** With network outage notification for Broadband, Verizon will notify Customer within 15 minutes after it is determined that Broadband services are unavailable. Verizon's standard procedure is to ping Customer's IP address every five minutes. If the IP address does not respond after two consecutive five-minute ping cycles, Verizon will deem Broadband services unavailable and the Customer's point of contact will be notified by e-mail or phone, as elected by Verizon.

1.3 **Optional Service Features.** Additional IP address blocks may be available, though such availability and block size may vary. An IP justification form may be required if additional IP addresses are requested.

### 1.4 **Customer Responsibilities**

1.4.1 **Forms.** Where the Third Party Vendor or Verizon requires certain forms to be signed to process Customer's order (e.g., warranties of agency, letters of agency, service terms), Customer shall sign such forms promptly or, if permitted by Third Party Vendor, Customer authorizes Verizon as Customer's agent to sign such forms on Customer's behalf.

- 1.4.2 **Customer Equipment.** Customer is responsible for providing the necessary Customer Equipment to connect its network to the Service Equipment to enable Customer's use of Broadband and for ensuring that such Customer Equipment is fully compatible with the Service Equipment. Customer can purchase Customer Premises Equipment from Verizon pursuant to a separate Service Attachment.
- 1.4.3 **Customer-Provided Local Access.** Where required by Verizon or otherwise agreed with Customer, a Customer provided Local Access may be used. Local Access should have the technical specifications required for Broadband. For Broadband using a Customer-provided local access, Customer may use the Local Access for PSTN/ISDN services in addition to Broadband; however, certain PSTN/ISDN-services may not be compatible or may operate at a lower speed. PSTN and ISDN services are not part of the Broadband.
- 1.4.4 **Customer Space.** Customer is solely responsible to assess Customer's space, facilities, computer and transmission capacity needs, interoperability of Broadband with Customer Equipment and Customer's network. Any extra cabling necessary within the Customer Site, including but not limited to the connection between the Broadband entrance point and Customer's IP connection point, is not included in the provision of Broadband and is Customer's responsibility.
- 1.4.5 **Compliance with Instructions.** In order to safeguard the integrity of the Third Party Vendor network, or to enable provisioning of Broadband, Verizon or the Third Party Vendor may take certain measures and give instructions to Customer, where necessary, to prevent or correct deficiencies in the Verizon Facilities or Broadband. Customer shall comply with any such instructions promptly.
- 1.4.6 **Disconnection.** Upon termination of the Broadband, Customer shall be required to disconnect the Customer Equipment from the Third Party Vendor's network.
- 1.4.7 **POTS Line.** If required, Customer will arrange for a Carrier-provided POTS line – standard telephone line – to be in place for Broadband. The POTS line should have the technical specifications required for Broadband.

## 1.5 **Supplemental Terms**

- 1.5.1 **Technical Feasibility.** In order to determine whether Customer can receive Broadband, the Third Party Vendor may conduct a technical feasibility check within 15 days of receipt of a Service Order signed by Customer.
- 1.5.2 **No Control.** Customer acknowledges where Broadband is provided via a Third Party Vendor, Verizon exercises no control over that Third Party Vendor, or any performance issues relating to Broadband. Broadband is provided as-is. Verizon does not warrant that Broadband will be available, uninterrupted or error-free.
- 1.5.3 **Support.** In the event of Broadband interruptions or other performance issues, Verizon helpdesk will contact the Third Party Vendor and relay any information received from the Third Party Vendor to the Customer. If required, Customer will arrange for a Carrier-provided POTS line – standard telephone line – to be in place for Broadband. The POTS line should have the technical specifications required for Broadband.
- 1.5.4 **Termination.** In the event Broadband is cancelled or is no longer offered by the Third Party Vendor or when acting as an intermediary, its underlying suppliers, for any reason at all, Verizon shall have a right to terminate the Broadband upon providing reasonable notice to Customer. In such cases, Verizon shall make reasonable efforts to provide a replacement service. If Customer does not wish to accept the functionally equivalent service or where such functionally equivalent service is not available, Broadband will be cancelled.

- 1.5.5 **Security.** Customer acknowledges that it is responsible for the security of its network and facilities when using Broadband.
- 1.5.6 **Speeds.** Any transmission speeds for Broadband as set out in the Service Order refers to the maximum download and upload speed achievable with Broadband under ideal conditions. For information purposes the normally available download and upload speed and minimum download and upload speed may be lower than the maximum download and upload speed for a variety of reasons including without limitation, network congestion, line interference and Internet congestion.
- 1.5.7 **U.S. Services for Mass Market Customers.** Mass-market customers, as defined by the Federal Communications Commission, should view important information regarding Network Management Practices and Service Performance information for the internet access service by visiting [www.verizon.com/about/our-company/open-internet](http://www.verizon.com/about/our-company/open-internet).
- 1.5.8 **Delays in Installation.** In the event that Customer cancels the original installation date, Verizon reserves the right to terminate the Customer's Service Order where Customer has failed to agree with Verizon on a revised installation date for the Broadband within 25 days from the original installation date. In such circumstances Customer will be liable for any costs incurred by Verizon resulting from cancellation of Broadband.
- 1.5.9 **VOIP Restrictions.** Customer acknowledges that a number of jurisdictions impose restrictions and/or licensing or registration conditions on VOIP transmission over the Verizon Facilities. To the extent such regulations apply, Customer shall comply with those regulations and indemnify, defend, and hold Verizon harmless for any claims arising from Customer's violation of such regulations thereof.
- 1.5.10 **Use Restrictions in Turkey.** The use of Broadband by Customer or any of its authorized users to access the Worldwide Web from within Turkey, whether directly or indirectly, and whether such access is technically implemented inside or outside Turkey, is strictly prohibited. Customer will take appropriate measures to comply with this prohibition, including expressly notifying any authorized users of the Service in Turkey of the prohibition. Any violation of this prohibition may result in immediate suspension of Broadband by Verizon until, in Verizon's sole judgment, the violation has been cured. Customer will indemnify and hold harmless Verizon from any fines, penalties, losses, damages, costs or expenses arising out any violation by Customer or its authorized users of the foregoing prohibition.

## 2. SERVICE LEVEL AGREEMENT (SLA)

The Broadband SLA can be found at the following URL:

[www.verizonenterprise.com/external/service\\_guide/reg/cp\\_ibs\\_broadband\\_sla.pdf](http://www.verizonenterprise.com/external/service_guide/reg/cp_ibs_broadband_sla.pdf)

## 3. FINANCIAL TERMS

- 3.1 **Details.** Customer will pay the monthly recurring charges ("MRCs"), which are fixed for the Service Commitment and non-recurring charges ("NRCs") for Broadband as specified below, at the following URL: [www.verizonenterprise.com/external/service\\_guide/reg/applicable\\_charges\\_toc.htm](http://www.verizonenterprise.com/external/service_guide/reg/applicable_charges_toc.htm) and in the applicable Service Order or Online Terms. Customer will pay additional MRCs, which are fixed for the Service Commitment and NRCs for any optional features that may be applicable to the particular Broadband service and subscribed to in this Contract. MRCs will be charged in advance.
- 3.2 **Administrative Charges.** The Administrative NRCs specified below are applicable to Broadband. While the charges shown are quoted in United States dollars, actual charges will be billed in invoice currency.

Administrative Charge	Charge Instance	NRC
Administrative Change	Per Change	\$60
Cancellation Order	Per Circuit	\$800
After Hours Installation (subject to availability)	Per Circuit	\$1,000

Pending Order Change	Per Order	\$60
Physical Change	Per Order	\$60
Service Date Change	Per Order	\$60

#### 4. DEFINITIONS

The following definitions apply to Broadband, in addition to those identified in the Master Terms and the administrative charge definitions at the following URL [www.verizonenterprise.com/external/service\\_guide/reg/definitions\\_toc\\_2017DEC01.htm](http://www.verizonenterprise.com/external/service_guide/reg/definitions_toc_2017DEC01.htm).

Term	Definition
ASN	Autonomous System number
DSL	Digital subscriber line: is a family of technologies that are used to transmit digital data over telephone lines.
ISDN	Integrated Services Digital Network
PSTN	public switched telephone network
Third Party Vendor	A third party supplier of Broadband to Verizon whether that supplier provides the Broadband directly or as an intermediary