



WAVELENGTH SERVICES SOLUTION +

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1. GENERAL

1.1. **Service Definition.** Verizon's Wavelength Services Solution+ provides high speed dedicated bandwidth connectivity between two Customer-designated endpoints (subject to availability).

1.2 Standard Service Features.

1.2.1 **Optical Circuit.** In its standard configuration, Verizon provides Wavelength Services Solution+ with an optical circuit via a 2 fiber handoff. Industry standard intra-office interfaces are used.

1.2.2 **Access.** In some configurations, such as for National and International geographic configurations, access to the network is via:

- On-Net access which is provided by Verizon.
- Offnet access which is provided by Verizon using third party access providers.
- Customer Provided Access which is used when Customer is co-located at a Verizon LD POP and requires only a cross-connect to long haul transport,
- Carrier hotel which is a list of Verizon designated sites with multiple carriers

1.2.3 **Service Configurations.** Wavelength Services Solution+ supports the following configurations:

Service Configuration	Configuration Type	Speed
Metro Point to Point	Ethernet	1 Gbps, 10 Gbps, 100 Gbps
	Transparent Synch Frame	2.5 Gbps, 10 Gbps
	Optical Transport Network	10 Gbps, 100 Gbps
IXC Point to Point	Transparent Synch Frame	10 Gbps
	Ethernet	1 Gbps, 10 Gbps, 100 Gbps
	Optical Transport Network	10 Gbps, 100 Gbps

- 1.2.4 **Customer Service and Support.** Verizon provides Tier 1 Help Desk support by telephone 24 hours a day 7 days a week.
- 1.2.5 **Geographic Configuration.** Verizon assigns a geographic type to the service based on the customer's A and Z end locations:
- **Metro.** With the Metro Geographic type, Verizon provides connectivity to end points within the same LATA, Corridor or Metropolitan Service Area as defined by Verizon.
 - **National.** With the National Geographic type, Verizon provides connectivity to end points in different LATAs or different Metropolitan Service Areas (excluding Corridor service) as defined by Verizon.
 - **International.** With the International Geographic type, Verizon provides connectivity between end points which requires the circuit to cross a country's borders. Wavelength Services in International Geographic types includes Hawaii and Alaska.
- 1.3 **Optional Service Features.** Verizon offers the following Wavelength Services optional features:
- 1.3.1 **Electronic Network Protection.** With Electronic Network Protection, Verizon configures Verizon equipment used in the transport with to provide active module-level protection.
- 1.3.2 **Mandatory Route.** With the Mandatory Route feature, Verizon restricts the long haul route a circuit can take by requiring it to pass through the identified locations for the specific service. For Wavelength Services Solution+ that include IXC Transport (national and international geographic configurations over the long haul backbone), Verizon will maintain the IXC routing for the term of the service.
- 1.3.3 **Round Trip Delay SLA.** With the Round trip delay (RTD) SLA feature, Verizon provides a maximum RTD service level agreement (SLA) metric for the term of the circuit that is specific to the circuit's path. Additional details are specified in the SLA. Qualifying circuits must be wholly provisioned by Verizon and may not include SONET end-links.
- 1.4 **Customer Responsibilities.**
- 1.4.1 **Customer-Provided Access.** If Customer provides local Access, Customer will connect that Access to the Customer-provided patch panel which is a Verizon-designated interconnection point to Verizon's network and to Customer's end-user equipment. Customer will also provide a CFA (as defined below)

2. SUPPLEMENTAL TERMS

- 2.1 **Special Construction.** If, after an order is placed, Verizon finds that third-party special construction services are needed to build, configure or install any additional facilities and/or equipment necessary for Verizon to provide Access service, Verizon will notify the Customer of any such special construction charges. If Customer does not accept the special construction charges, Customer may terminate the order(s) affected by the special construction charges, subject to payment of any third party provider cancellation charges incurred by Verizon.
- 2.2. **Mandatory Route Requirements.** If a network outage occurs, Verizon may unilaterally restore (via reroute) affected circuits without regard to Mandatory Route routing. Once the network outage is resolved, Verizon will restore the route to meet the original Mandatory Route locations. For instances where Verizon grooms its network and such grooming impacts a Mandatory Route, Verizon will work with Customer to determine a new Mandatory Route and if that is not possible, Customer may terminate the circuit without any termination fee(s) within 60 days.
- 2.3. **Rerouting.** Without affecting Verizon's obligation to route through Mandatory Route locations, Verizon reserves the right to reroute Wavelength circuits entirely at its discretion.

- 2.4. **Customer Obligations and Limitations regarding Connecting Facilities.** If Customer requests Wavelength Services Solution+ provisioned with facilities being used for another Customer ("Hosting Customer"), the requesting Customer will first provide Verizon a valid letter of agency ("LOA") and a customer facility assignment ("CFA") (collectively, "LOA/CFA"). If the related Hosting Customer's service ends for any reason, the requesting Customer's LOA or CFA will be deemed revoked, and Wavelength Services may be interrupted or terminated without notice. Verizon is not liable in any respect for such interruptions or terminations but will credit Customer for affected service charges and work with Customer to restore its service promptly.
- 2.5. **Jurisdictional Interstate in the United States.** Wavelength Services Solution+ provided within the United States is offered only on a jurisdictionally interstate basis. Customer agrees that more than 10 percent of traffic on each Wavelength Services Solution+ circuit in the U.S. crosses state line boundaries.
3. **SERVICE LEVEL AGREEMENT.** The Service Level Agreement ("SLA") for Wavelength Services Solution+ can be found at the following URL: Wavelength Services SLA at www.verizonenterprise.com/external/service_guide/reg/cp_wss_plus_sla.pdf
4. **FINANCIAL TERMS**
- 4.1. **Rates and Charges.** Customer will pay the charges for Wavelength Services Solution+ specified in the Agreement, including the Administrative Charges below, and at the following URL: www.verizonenterprise.com/external/service_guide/reg/applicable_charges_toc.htm. Charges below are in U.S. dollars and will be billed in the invoice currency for the country of that invoice.
- 4.2. **Administrative Charges.** The column titled "Specific NRC for Local Access portion of Wavelength Services Solution+" represent NRCs that Customer will pay for each end of an affected Local Access circuit.

Administrative Charge	Charge Instance	General NRC for Wavelength Services Solution+	Specific NRC for Local Access portion of Wavelength Services Solution+
Administrative Change	Per Change	\$60.00	\$60.00
Cancellation of Order	Per Circuit	\$800.00	\$800.00
Expedite in the United States	Per Circuit	\$4,000.00	\$1,400.00
Expedite in Canada and France	Per Circuit	\$4,000.00	\$6,000.00
Expedite in other countries	Per Circuit	\$4,000.00	\$3,000.00
After Hours Installation	Per Circuit	\$400.00	\$600.00
Pending Order Change	Per Circuit	\$750.00	\$200.00
Physical Change	Per Circuit	\$850.00	\$200.00
Service Date Change	Per Circuit	\$200.00	\$100.00

- 4.3. **Cancellation/Expedite.** Cancellation of Order charges in the table above will not apply to circuits for which Customer reinstates the same Service Order within 30 days of the request to discontinue processing the order. Cancellation of Order charges in the table above will be assessed per cancelled circuit or port per order. Expedite charges in the table above will apply in addition to any Cancellation of Order charges if Customer cancels an order before installation.
- 4.4. **Access Speed Changes.** Speed changes on an existing Access circuit are only supported by Verizon in specific limited circumstances. Otherwise, where alternative Access speeds are available from Verizon, Customer must present a new order to Verizon to obtain such alternative speeds and simultaneously terminate its existing Access service, for which it will pay early termination charges if applicable. Customer will be responsible for any third party charges incurred by Verizon in order to implement any requested

Access speed changes or any termination. The applicable NRC and MRC associated with the new Access circuit speed will be effective from the day the changed Access bandwidth is available to Customer.

- 4.5 **Access Moves.** Customer-requested moves of Access to a new location will be quoted on an individual case basis and, as with speed changes, may require the termination of Customer's existing Access circuit and installation of a new one. For Customer-requested moves of Access to a new location, Customer will pay early termination charges as applicable and any third party charges incurred by Verizon in order to implement the move. The newly-contracted Access will include the applicable NRC and MRC associated with the new Access circuit.
- 4.6 **Expedited Installation.** If Customer requests expedited installation, an Expedite charge will be assessed per circuit, depending on the service. For Local Access, Customer will be charged an additional Expedite charge for each revision made to the Service Order prior to the completion of an installation or a change request due to Customer's actions, including, but not limited to, more than one (1) site visit to Customer Site because Customer was not available at the time scheduled for installation or if Customer requests a change in the installation date such as changed speeds, prior to the completion of the installation. Service Orders requiring construction prior to the installation of service, either on-net or off-net, could result in extended delays even in instances where an Expedite charge applies.
- 5. **DEFINITIONS.** The following definitions apply to Wavelength Services Solution+, 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

Terms	Definitions
Corridor Service	A geographic area in the United States whereby InterLATA services are provided between two defined LATAs, but are considered metro.
Metropolitan Service Area	A Verizon defined list of cities or suburbs that are served as a metro geographic type and provisioned on metro transport equipment.