



ETHERNET SWITCHED E-LINE + (Optimized Service) ETHERNET VIRTUAL PRIVATE LINE (Non-Optimized Service)

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1. GENERAL

- 1.1 **Service Definition.** Verizon's Ethernet Switched E-Line + and Ethernet Virtual Private Line (EVPL) services are functionally comparable services providing point-to-point and point-to-multipoint connectivity between two Customer Sites, including data center to data center, LAN to LAN, and host to remote sites (subject to availability). They are referred to collectively in this document as Ethernet Line service.
 - 1.1.1 **Platforms.** Except where explicitly stated otherwise, these terms apply to both services: Ethernet Switched E-Line +, an Optimized Service (denoted with a "+" and sometimes referred to as Rapid Delivery) and Ethernet Virtual Private Line, a non-Optimized Service.
- 1.2 **Standard Service Features**
 - 1.2.1 **Ethernet Virtual Connection.** Verizon provides an Ethernet Virtual Connection (EVC), which is a switched path that allows frames to move between two Customer Sites.
 - 1.2.2 **Class of Service.** Verizon provides classes of service (CoS) that allows Customer to select either a single CoS or multiple CoS on an EVC for prioritized handling of various types of data. Basic, priority and real time CoS are provided as standard features of EVCs identified as E-Line (formerly SES) on the contract provided to Customer. Basic, business and priority CoS are provided as standard features of Ethernet Switched E-Line and EVPL. Business CoS is not available with EVCs identified as E-Line (formerly SES) on the contract provided to Customer.
- 1.3 **Optional Features**
 - 1.3.1 **Dynamic Network Manager.** With Dynamic Network Manager (f/k/a Dynamic Bandwidth), Verizon provides a web-based interface through which Customer can dynamically manage its connection speeds. Customer accesses the interface through the Verizon Enterprise Center portal. This feature is not available with EVCs identified as E-Line (formerly SES) on the contract provided to Customer and EVPL.

- 1.3.2 **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.
- 1.3.3 **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.

1.4 **Optimized- Optional Service Features**

- 1.4.1 **Real Time Class of Service (Real Time CoS).** As an option for Ethernet Switched E-Line and EVPL, Verizon offers Real Time CoS which provides an additional, higher priority CoS on an EVC.

2. **AVAILABLE VERSIONS**

- 2.1 **Optimized Service - Ethernet Switched E-Line +.** With Ethernet Switched E-Line + service, Verizon provides connectivity between endpoints regardless of location with the understanding that if Customer orders intra-LATA connectivity between ethernet access circuits in the following areas: CT, DC, DE, MA, MD, NJ, NY, PA, RI and VA, Verizon will provide such local connectivity, which will be identified as E-Line (formerly SES) on the contract provided to Customer.

- 2.2 **Non-Optimized Service - Ethernet Virtual Private Line.** The following three (3) options are available for EVPL:

- 2.2.1 **EVPL Metro (CPA) – U.S. Only.** With EVPL Metro, Verizon provides intra-LATA connectivity between ethernet access circuits (also Verizon-provided).

- 2.2.2 **EVPL National – U.S. Only.** With EVPL National, Verizon provides inter-LATA connectivity between ethernet access circuits (also Verizon-provided).

- 2.2.3 **EVPL International.** With EVPL International, Verizon provides connectivity between ethernet access circuits (also Verizon provided) at least one of which is outside the U.S. Mainland.

3. **SUPPLEMENTAL TERMS**

- 3.1 **Interstate Service – U.S. Only.** In the U.S., Ethernet Line service is offered only subject to the Federal Communications Commission's jurisdiction (not the state's jurisdiction) which requires that more than 10% of such per-circuit traffic will cross a state boundary.

- 3.2 **Restriction on Encryption Functionality in India.** Prior to connecting any encryption equipment to Verizon Facilities in India Customer must obtain prior evaluation and approval from the relevant telecom authority.

- 3.3 **Restriction on use of VoIP and/or Internet in Russia.** Customer shall not use Ethernet Switched E-Line + or EVPL 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 Switched E-Line + or EVPL services.

3.4 **Non-Optimized Service**

- 3.4.1 **Minimum Term Commitment.** Customer commits to a 12 month minimum per circuit Service Commitment for each order of EVPL National or EVPL International. The terms and conditions of the Agreement will continue to apply to such orders until the Service Commitment has ended, even if the term of the Agreement ends earlier.

- 4. **SERVICE LEVEL AGREEMENT.** The service level agreement (SLA) for Ethernet Line service may be found at the following URLs:

Ethernet Switched E-Line + Service Level Agreement at www.verizonenterprise.com/external/service_guide/reg/cp_eseline_plus_sla.pdf for U.S. Services and non-U.S. Services

For the Ethernet services identified on Customer's order as E-Line (formerly SES) services, only the following SLA shall apply at www.verizonenterprise.com/external/service_guide/reg/eseline-formerly-ses-sla.pdf for U.S. and non-U.S. Services

Ethernet Virtual Private Line Summary and Service Level Agreement at www.verizonenterprise.com/us/publications/service_guide/secure/cp_evpl_vpls_sla_summary_page_SG.htm for U.S. Services and non-U.S. Services

5. FINANCIAL TERMS

5.1 **Billing Start Date.** Charges for Ethernet Line service will start as of the Service Activation Date for the applicable Customer Site, provided that at least two Customer Sites on an Ethernet Line service are activated.

5.2 **Optimized Services.** Customer will pay the charges for Ethernet Switched 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. Charges below are in U.S. dollars and will be billed in the invoice currency for the associated service.

5.2.1 **Administrative Charges.**

Administrative Charge	Charge Instance	Non-Recurring Charge
Administrative Change	Per Change	\$60.00
Cancellation of 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

* Access must have sufficient bandwidth and the correct specification provisioned to support the reconfiguration request. This charge is in addition to the Administrative Change charge and applies per bandwidth reconfiguration.

5.3 **Non-Optimized Services.** Customer will pay the charges for EVPL specified in the Agreement. Online pricing for Service provided by a U.S. Verizon entity is at www.verizonenterprise.com/external/service_guide/reg/cp_evpl_cpa-based_ethernet_vpl_cpa-based.htm

6. **DEFINITIONS.** The following definitions apply to Ethernet Switched E-Line + and EVPL, 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.

Term	Definition
Reconfiguration	Reconfiguration provides Customer with the ability to reconfigure bandwidth or VLAN Tag on E-Line Ethernet Virtual Connection.