



Global Business Internet

- 1. GENERAL
 - 1.1 Service Definition
 - 1.2 Standard Service Features
 - 1.3 Optional Features
 - 1.4 Customer Responsibilities
- 2. SUPPLEMENTAL TERMS
 - 2.1 Technical Feasibility and Availability
 - 2.2 Installation
 - 2.3 Entry to Customer Site
 - 2.4 Availability
 - 2.5 Special Construction
 - 2.6 No Control and No Warranty
 - 2.7 Support
 - 2.8 Termination
- 3. OTHER SUPPLEMENTAL TERMS
 - 3.1 Security
 - 3.2 Speeds and Speed Changes
 - 3.3 Intended Use
 - 3.4 Service Moves
 - 3.5 U.S. Services for Mass Market Customers
 - 3.6 VoIP Restrictions
 - 3.7 Turkey Use Prohibition
 - 3.8 Service in India
 - 3.9 Toll Bypass
 - 3.10 Delivery to Australia
- 4. SERVICE LEVELS
 - 4.1 Time to Repair
- 5. FINANCIAL TERMS
 - 5.1 Details
 - 5.2 Administrative Charges
 - 5.3 Return of Service Equipment
- 6. DEFINITIONS

1. GENERAL

- 1.1 **Service Definition.** Global Business Internet is a service that uses the public internet protocol (IP) to connect Customer Sites to Verizon or Third Party internet services. Global Business Internet is designed for business use, such as connecting to corporate networks or cloud-based applications. It is not intended for providing large-scale public internet access, including social media or general web browsing. Verizon may provide Global Business Internet directly or through authorized Third Parties

1.2 **Standard Service Features**

- 1.2.1 **IP Addresses.** A suitable number of non-portable dynamic or static IP addresses (IPv4 or IPv6 protocol) to be used in conjunction with Global Business Internet will be assigned in accordance with the currently applicable assignment guidelines in the relevant region. These IP addresses are provided from the ASN



network of Verizon or a third-party supplier. Large IP requests may be subject to the approval (by Verizon or the third-party supplier) of a completed IP Justification form.

- 1.2.2 **Network Routing.** Global Business Internet is configured with static routing. Customers operating within their own Autonomous System (AS) can request (subject to technical validation from both Verizon and the Third Party network provider) enablement of Dynamic Routing (e.g., BGP - Border Gateway Protocol).
- 1.2.3 **Service Equipment.** Service Equipment may be via an Ethernet interface with a RJ45 or (Optical) LC handoff. The interface type is dependent on the Third Party network provider being utilized. Global Business Internet services with network technology denoted with “CE” are delivered using a Third Party router whilst services denoted with “NTE” are delivered on a wires-only switch based handoff.
- 1.2.4 **Network Technology.** The quality of Global Business Internet can vary based on the technology available. Customers should ensure they have obtained the necessary permission from the building owner to mount any external antenna required to fulfill the Global Business Internet service.

1.3 **Optional Features**

- 1.3.1 **Carrier Diversity.** Verizon can provide alternative mechanisms for maintaining network connectivity during a disruption to regular service, as described below. Subject to availability, Verizon determines the viability and location of the Global Business Internet Carrier Diversity feature.

Where Verizon provides the primary Global Business Internet and Customer orders Carrier Diversity, Verizon may obtain an additional Global Business Internet circuit from an alternate Third Party network provider to the access provider used for the primary service, where available.

- 1.3.2 **Preferred Carrier Designation.** Verizon will obtain the Global Business Internet circuit from a Third Party network provider selected by Customer from available carriers. The Preferred Carrier Designation feature does not provide path diversity nor ensure full geographic diversity.
- 1.3.3 **Diversity Availability.** Diversity which involves two differing Third Party network providers will be provided only at Customer Sites where such diversity is available and provided by the relevant Third Party network providers as selected by Verizon.

In the event that Verizon becomes aware of a Third Party provided network failure or outage which impacts the diversity of circuits, Verizon will use commercially reasonable efforts to work with the Third Party Access provider to restore the diversity as soon as reasonably possible.

1.4 **Customer Responsibilities**

- 1.4.1 **Forms.** Where Verizon or a Third Party requires certain forms to be signed or information to be provided to process Customer's order (e.g., warranties of agency, letters of agency, Know Your Customer information (including identity information and associated evidence), registration or IP justification forms, service terms), Customer shall provide such information and/or sign and return such forms promptly.
- 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 Global Business Internet 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 Space.** Customer is solely responsible to assess Customer's space, facilities, computer and transmission capacity needs, interoperability of Global Business Internet with Customer Equipment and Customer's network. Any extra cabling necessary within the Customer Site, including but not limited to the connection between the Global Business Internet entrance point and Customer's IP connection point, is not included in the provision of Global Business Internet and is the Customer's responsibility.
- 1.4.4 **Compliance with Instructions.** In order to safeguard the integrity of Verizon Facilities or Third Party networks, or to enable provisioning of Global Business Internet, Verizon or the Third Party may take certain measures and give instructions to Customer, where necessary, to prevent or correct deficiencies in Verizon Facilities or Third Party networks. Customer shall comply with any such instructions promptly.
- 1.4.5 **Disconnection.** Upon termination of the Global Business Internet, Customer shall be required to disconnect the Customer Equipment from Verizon Facilities or Third Party network.
- 1.4.6 **IPv4 Addresses.** Prior to requesting any IPv4 addresses from Verizon, Customer will ensure that it is utilizing a minimum of 80% of any IPv4 addresses obtained from any source prior to making the request. Customer also acknowledges and agrees that (i) Customer will retain such addresses for at least 30 days after Verizon's activation of the circuit associated with such addresses; and (ii) Customer agrees to use 80% of the IPv4 addresses provided by Verizon within 12 months after Verizon's activation of the circuit associated with such addresses.

2. SUPPLEMENTAL TERMS

- 2.1 **Technical Feasibility.** In order to determine whether Customer can receive Global Business Internet, Verizon may conduct technical feasibility checks after receipt of an Order signed by Customer.
- 2.2 **Installation.** Unless otherwise provided by Verizon under a separate Service Attachment, Customer will provide the following to support installation activities such as site surveys, testing and activation: (i) space and power for Verizon terminating equipment if required to deliver the Global Business Internet service; (ii) all facilities and internal cabling to connect Customer's Site to the Demarcation of the Global Business Internet service; and (iii) notice to Verizon of the existence and location of wiring or any other risk factors on the Customer's Site which may affect Verizon's installation of the Global Business Internet Service.
- 2.3 **Entry to Customer Site.** In addition to requirements under the clause entitled Physical Access to Customer Site, Customer will respond promptly to notice from Verizon requiring Customer action, such as to coordinate Verizon entry to Customer Site needed for a change in service facilities at a mutually convenient time within 30 days of such notice from Verizon.
- 2.4 **Availability.** The actual availability of Global Business Internet may not be determined definitively until the date of installation. If Customer-ordered Global Business Internet is determined to be unavailable, Verizon will notify Customer promptly, cancel the unavailable Global Business Internet Order, and upon Customer request, requote the Global Business Internet based on the latest availability and pricing information. There will be instances where Global Business Internet service is quoted, using the information available at the time of a quote, but at the time the order is placed, or upon installation, the Global Business Internet service is deemed not available and other Global Business Internet, sometimes with higher Charges may be required and in such instances the Global Business Internet service will be requoted to Customer.
- 2.5 **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 the Global Business Internet service, Verizon will notify the Customer of any such special construction Charges. Upon Customer acceptance, Special Construction Charges may be invoiced separately and prior to completion of circuit. If Customer does not accept the special construction Charges or changes in special construction Charges, Customer may terminate the Order(s) affected by the special construction Charges, with no cancellation fees or Early Termination Charges.

- 2.6 **No Control and No Warranty.** Customer acknowledges that where Global Business Internet is provided via a Third Party, Verizon exercises no control over that Third Party. Other than as specified in the clause entitled Support, Verizon does not resolve any performance issues relating to Third Party provided Global Business Internet. Neither Verizon nor Third Party warrants that Global Business Internet will be available, uninterrupted or error-free.
- 2.7 **Support.** In the event of a report of Global Business Internet interruptions or other performance issues, Verizon helpdesk will contact the Third Party and relay any information received from the Third Party to the Customer.
- 2.8 **Termination.** In the event Global Business Internet is cancelled or is no longer offered by the Third Party or its underlying suppliers, for any reason at all, Verizon shall have a right to terminate the Global Business Internet service 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 a functionally equivalent service or where such functionally equivalent service is not available, Global Business Internet will be cancelled.

3. OTHER SUPPLEMENTAL TERMS

- 3.1 **Security.** Customer acknowledges that it is solely responsible for the security of its network, facilities and Customer's traffic when using Global Business Internet, including determining whether such traffic should be encrypted.
- 3.2 **Speeds and speed changes.** Any quoted transmission speeds for Global Business Internet as set out in the Order refers to the maximum download and upload speed achievable across under ideal conditions. For information purposes the available Internet download and upload speed may be lower than the maximum download and upload speed for a variety of reasons including without limitation Internet network congestion, Ethernet packet overhead or frame size. These situations may occur when the service is congested and there is a high volume of Internet users during peak times. Speed changes on an existing Global Business Internet Service are only supported by Verizon in specific limited circumstances. Otherwise, where alternative Global Business Internet speeds are available from Verizon, Customer must order a new Global Business Internet Service to obtain such alternative speeds and simultaneously terminate its existing Global Business Internet Service, for which Early Termination Charges may apply. Customer will be responsible for any Third Party charges incurred by Verizon in order to implement any requested speed change or any termination. The applicable NRC and MRC associated with the new Global Business Internet Service speed will be effective from the day the changed Global Business Internet service speed is available to Customer.
- 3.3 **Intended Use.** Global Business Internet service is intended to be used for a mixture of internet destinations and not for traffic overly weighted towards individual networks. Customers subscribed to speeds 10Gbps and above will use a maximum of 30% of the Global Business Internet bandwidth for IP Transit. "IP Transit" means the traffic routed by direct interconnections in and/or between nominated locations or Third Party providers as may be advised by Verizon from time to time. Global Business Internet bandwidth means the Internet Port speed for the flat rate pricing plan. In any month, if Verizon observes that the applicable IP



Transit exceeds the permitted maximum percentage of the Global Business Internet bandwidth, based on 95 percentile samplings, Verizon may request Customer to upgrade their service to a higher bandwidth that does not exceed the maximum percentage. If the Customer does not agree to an upgrade within 30 days after receiving such notice, Verizon reserves the right to terminate the Global Business Internet service.

- 3.4 **Service Moves.** Customer-requested moves of a Global Business Internet Service to a new Customer Site will be quoted on an individual case basis and may require the termination of Customer's existing Global Business Internet Service and installation of a new one. Early Termination Charges and any Third Party charges incurred by Verizon in order to implement the move may apply.
- 3.5 **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 <https://www.verizon.com/about/our-company/open-internet>
- 3.6 **VoIP Restrictions.** Customer acknowledges that a number of jurisdictions impose restrictions and/or licensing or registration conditions on VOIP transmissions over the Verizon Facilities. To the extent such regulations apply, Customer shall comply with such regulations as applicable.
- 3.7 **Turkey Use Prohibition.** Connections to and use of the Public Internet, World Wide Web, and Social Media by a user in Turkey requires the exclusive use of the service of a locally licensed internet service provider (such as Verizon) in a manner that is compliant with all applicable laws and with any licenses, codes of practice, instructions, or guidelines issued by regulatory authorities. Customer must immediately notify Verizon of any known contravention of the foregoing. Any violation of this express prohibition may result in immediate suspension of the relevant Services by Verizon until, in Verizon's sole judgement, the violation has been cured. Customer is responsible for any fines, penalties, losses, damages, costs or expenses incurred by Verizon due to Customer's violation of this prohibition.
- 3.8 **Service in India**
- 3.8.1 **No Internet Telephony in India.** Verizon's license from the Indian Ministry of Communications, Department of Telecommunications (DoT) requires Verizon to restrict use of its Global Business Internet Service for Internet telephony. Customer expressly agrees that it shall not use, or permit others to use, the Service for Internet telephony except in one of the following three ways: (i) personal computer (within or outside India) to personal computer (within or outside India); (ii) personal computer (within India) to the public switched telephone network (PSTN) outside of India (PSTN connection gateway located outside India); or (iii) IP-based H.323 or SIP terminal connected directly to a licensed ISP within India to a H.323, SIP, or similar terminal connected directly to a licensed ISP anywhere in the world (including India).
- 3.8.2 **Restriction on Encryption Functionality in India.** The use of encryption shall be governed by the government policy/rules made under the Information Technology Act, 2000. Customer will not employ bulk encryption in connection with Verizon Facilities in India.
- 3.8.3 **End User Identification in India.** Customer acknowledges that DoT and other Indian governmental authorities may from time to time require Customer to identify the end users of Global Business Internet in order to monitor and prevent unlawful activity over Verizon Facilities. Where Customer uses Wi-Fi connectivity in relation to Global Business Internet, Customer shall employ appropriate authentication processes to secure Verizon Facilities and retain records of all authorized end users of Global Business



Internet. Such records shall include sufficient details to permit DoT or other Indian governmental authorities of India to identify and locate end users.

- 3.8.4 **Additional Documentation in India.** Customer will complete and sign, or will procure by its Indian Affiliate (or other end user) receiving Global Business Internet in India to complete and sign by the Activation Date and in any event not later than 15 days later, the Inspection Pro Forma (Pro Forma) set out at https://www.verizon.com/business/service_guide/reg/pro-formas.htm. To the extent the Pro Forma cannot be completed (or is otherwise not completed) by Customer within that time Customer authorizes Verizon to complete the Pro Forma and undertakes to provide any additional necessary information as requested by Verizon for that purpose. Failure to complete the Pro Forma or permit any inspection as required by Verizon's license and/or applicable law may result in Global Business Internet being disconnected.
- 3.8.5 **Usage.** To extent usage of the Global Business Internet Service requires it Customer warrants that: (a) it and/or its Indian Affiliate (or other end user) is an OSP as described in the "Revised Guidelines for Other Service Providers (OSPs)" released by the Indian Department of Telecommunications (DoT) on 23 June 2021 as amended from time to time; and (b) it and/or its Indian Affiliate (or other end user) will comply with all regulatory requirements applicable to OSPs.
- 3.9 **Toll Bypass.** The Parties will not use Global Business Internet to bypass international/long distance charges in contravention of applicable law or regulation, specifically inclusive of telecommunications law and regulations in any country where Global Business Internet is used.
- 3.10 **Delivery to Australia.** Where Customer orders Access for delivery to a Customer Site in Australia, Customer shall, where relevant, comply with the additional terms and conditions set forth at the following link: https://verizon.com/business/service_guide/reg/additional-terms-australia-customers.pdf. Customer is hereby notified that Verizon is not permitted to modify these terms or enter into any required contracts on the Customer's behalf.

4. SERVICE LEVELS

- 4.1 **Time to Repair.** Global Business Internet offers a mean time to repair (MTTR) target between Verizon and the Third Party network provider. Where an Internet network outage or severe degradation of the Global Business Internet service is identified and upon the Third Party accepting Verizon's trouble ticket pertaining to same Verizon endeavors the restoration or performance improvement of the Global Business Internet within the following timeframes as applicable to the Operational Grade as detailed on the Customer Order:

Operational Grade: Gold	MTTR: 5 hours
Operational Grade: Silver	MTTR: 8 hours
Operational Grade: Bronze	MTTR: Next Business Day

5. FINANCIAL TERMS

- 5.1 **Details.** Customer will pay the MRCs, which are fixed for the Service Commitment and NRCs for Global Business Internet as specified below, at the following URL: www.verizon.com/business/service_guide/reg/applicable_charges_toc.htm and in the applicable Order or Online Terms. Customer will also pay additional MRCs, which are fixed for the Service Commitment and



NRCs for any optional features that may be applicable to the particular Global Business Internet service and subscribed to in this Contract. MRCs will be charged in advance.

- 5.2 **Administrative Charges.** The Administrative NRCs specified below are applicable to Global Business Internet. 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 of Order	Per Order	\$800
Pending Order Change	Per Order	\$200
Physical Change	Per Order	\$200
Service Date Change	Per Order	\$100
Expedite Order	Per Order	\$1400
After Hours Installation	Per Order	\$600
No Fault Found Dispatch Charge	Per Dispatch	\$400

- 5.3 **Return of Service Equipment.** Verizon will provide Customer with Service Equipment. Customer must return the Service Equipment within 10 business days following any termination of Global Business Internet. If Customer fails to return the Service Equipment within such time period, Verizon will bill Customer Verizon's list price for the Service Equipment.

6. **DEFINITIONS.** The following definitions apply to Global Business Internet, in addition to those identified in the Master Terms and the administrative charge definitions at the following URL:

www.verizon.com/business/service_guide/reg/definitions_toc_2017DEC01.htm

Term	Definition
ASN	Autonomous System Number
BGP	Border Gateway Protocol – Dynamic Routing of Customer or Verizon AS
MTTR	Mean Time to Repair